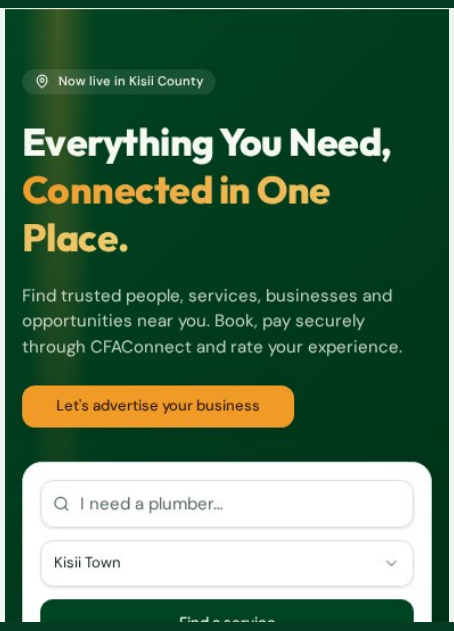
CFACONNECT

Complete User Guide

Every service. Every account space.
Numbered instructions and real screen pictures.



What CFAConnect does
Customer section • Provider & business section
Phone screenshots and numbered instructions

64 practical chapters | Updated 8 October 2026

www.cfaconnect.co.ke

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

START HERE

What is CFAConnect?

CFAConnect connects people in Kisii County with service providers, local businesses, work opportunities, goods, properties and community activities.

Customers can find a fundi, request transport or errands, order food, laundry or gas, browse listings, apply for jobs, connect on Social and get event tickets.

Providers and businesses can offer their skills, respond to requests, manage orders and earnings, publish listings, recruit staff or organize events. POS supports shop sales, stock, receipts and reports, with an optional HR and payroll add-on.

1 Find / request > **2** Agree / order > **3** Pay securely > **4** Confirm / review

For services paid through CFAConnect, review the provider's price before agreeing. Held payments are released after customer confirmation. Marketplace and property listings connect buyers directly with advertisers; they are not the same checkout flow.

Customer section: start with registration and your account, then follow the service you need. Social and jobseeking are included here for all members.

Provider & business section: start with your account setup, then choose your trade, business portal, selling tools or event tools. Your account can also use customer features.

Pictures: every picture is the real phone screen for that exact step, with the button or field to use outlined in gold and enlarged beside it. Steps that happen outside the app, on your M-Pesa prompt or later in a live job are written instructions without a picture. Private details are hidden and no sample payments or orders were created.

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Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

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Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

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Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

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Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

Customer section

Find what you need, book and pay, manage your account, connect and explore.

Starts on page 8

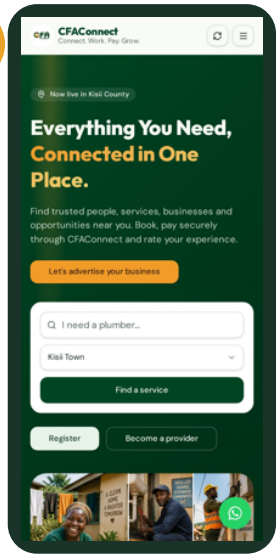
A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

Install, open and find your way

Open: / • www.cfaconnect.co.ke

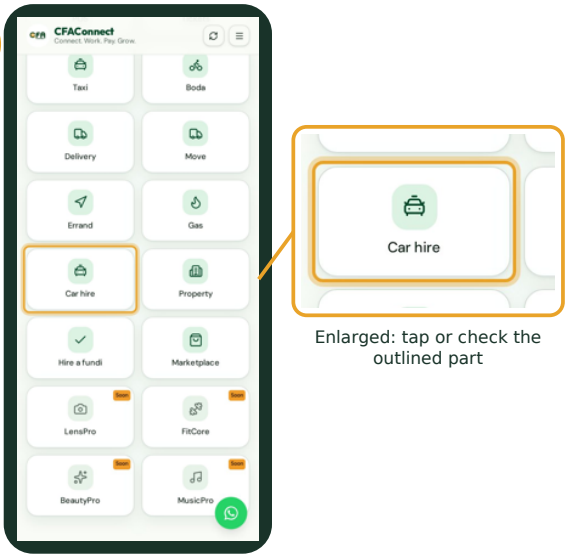
1 On Android, open Google Play and search CFAConnect. Check that the app is CFAConnect before tapping Install.

2



Open the app, or visit www.cfaconnect.co.ke. Let the opening logo finish before selecting a service.

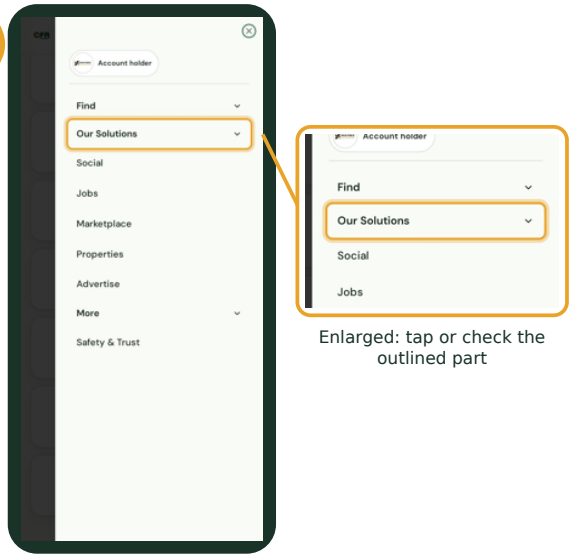
3



Enlarged: tap or check the outlined part

Choose the Food, Laundry, POS, Tickets, Taxi, Boda, Delivery, Move, Errand, Gas, Car hire, Property or Marketplace tile.

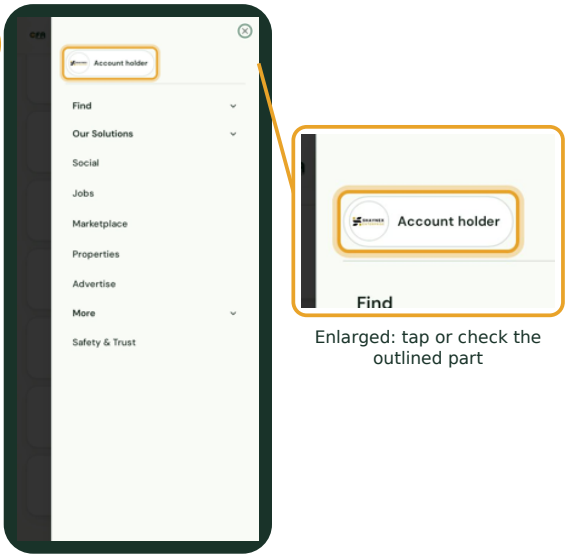
4



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Use Find for services and workers; use Our Solutions for business systems. More contains How it Works, Divisions and Pricing.

5



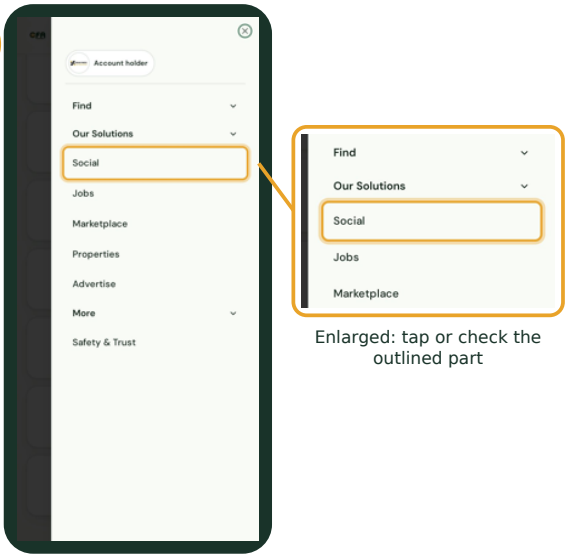
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On a phone, open the main Menu. The account button is above Find. Tap your name for your available account spaces.

Install, open and find your way

Open: / • www.cfaconnect.co.ke

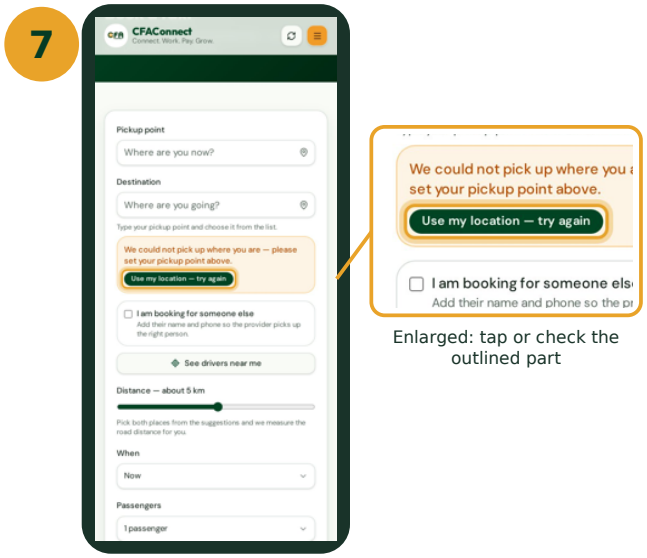
6



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Open Social or Jobs from the menu. Your existing account is used across these sections.

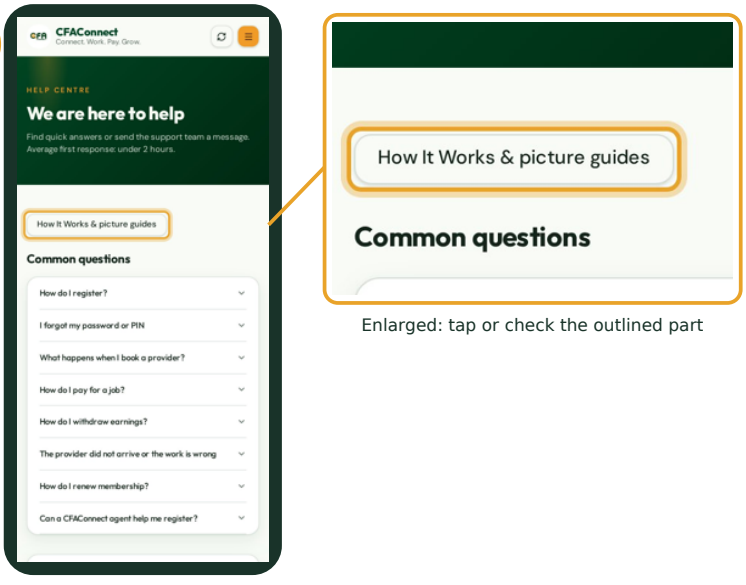
7



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Allow location only when you want nearby results; otherwise choose a town and exact pickup point manually.

8



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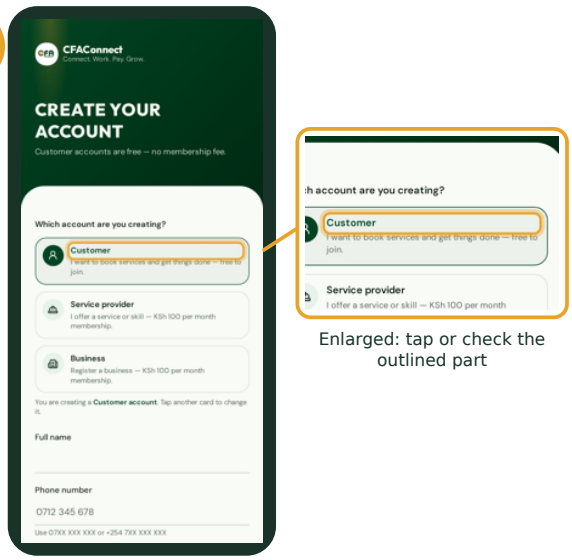
Use Back to home or a section back button to return. Help Centre contains this guide and shorter picture guides.

Important: Google Play is the Android installation route. The iPhone App Store release is not yet available. Never install an unknown APK from a message.

Register a customer account

Open: /register • www.cfaconnect.co.ke

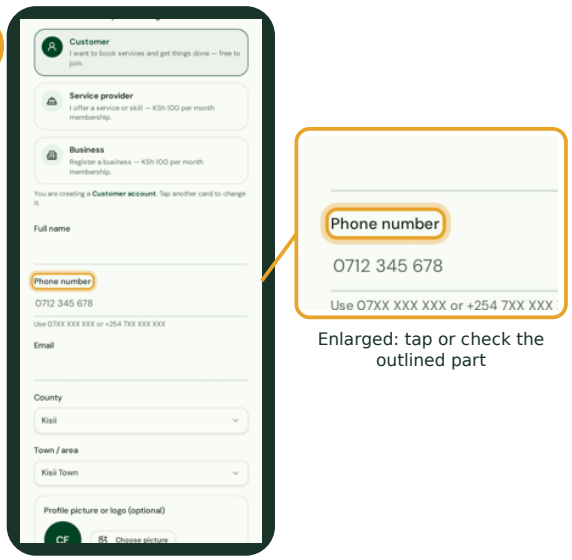
1



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Tap Register, then choose Customer. This account is free.

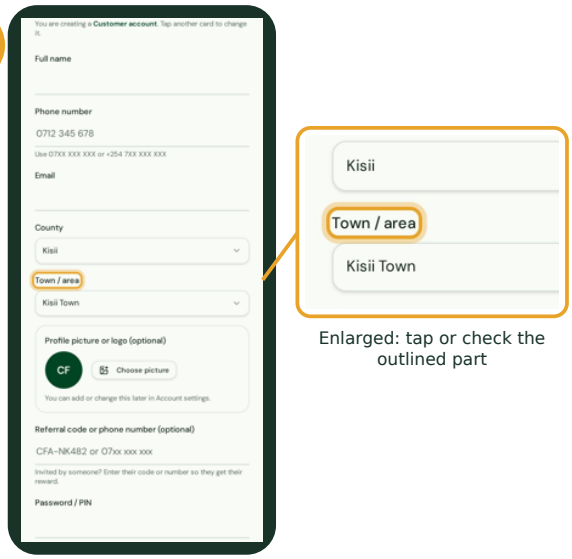
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Enter your full name and Kenyan phone number in the Phone number field. Use a number you control.

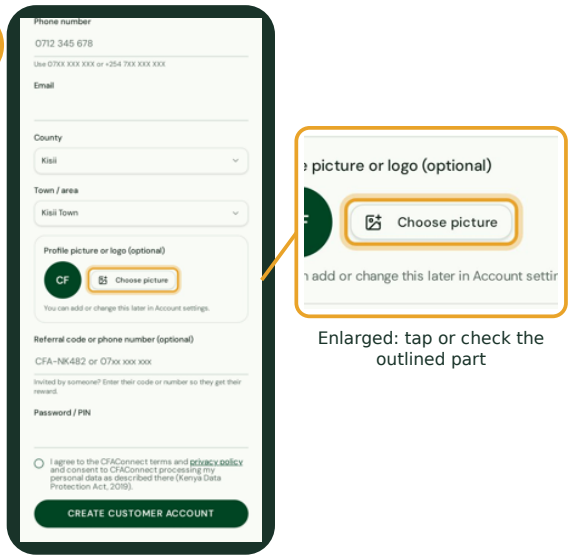
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Add an email if desired. Choose County and Town / area from the available options.

4



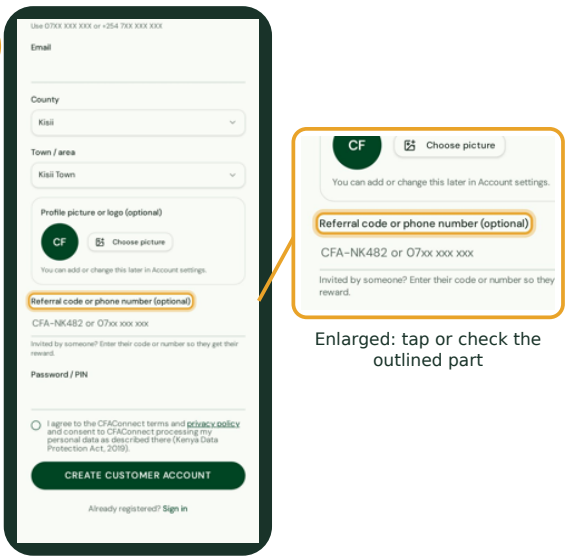
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Use Choose picture for an optional profile photo; you can add it later.

Register a customer account

Open: /register • www.cfaconnect.co.ke

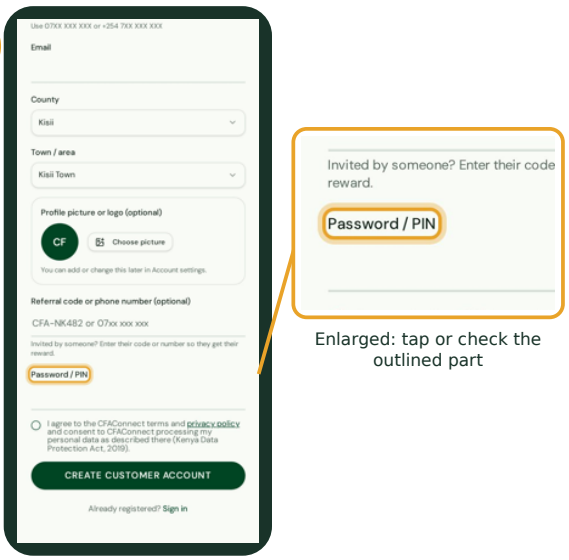
5



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If invited, enter the Referral code or phone number. Otherwise leave it empty.

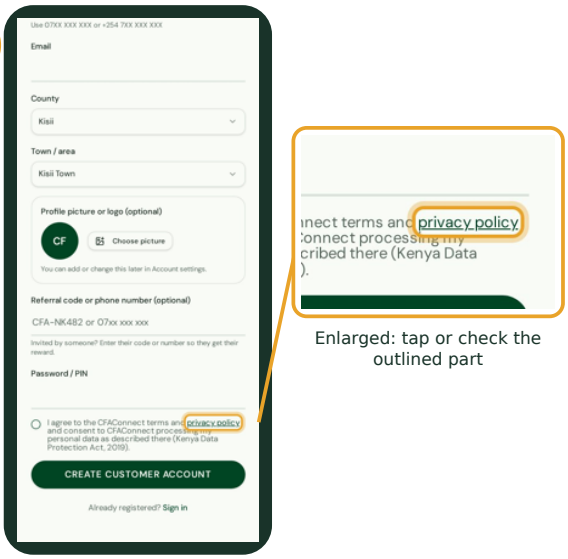
6



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Create a Password / PIN of at least four characters. Keep it different from your M-Pesa PIN.

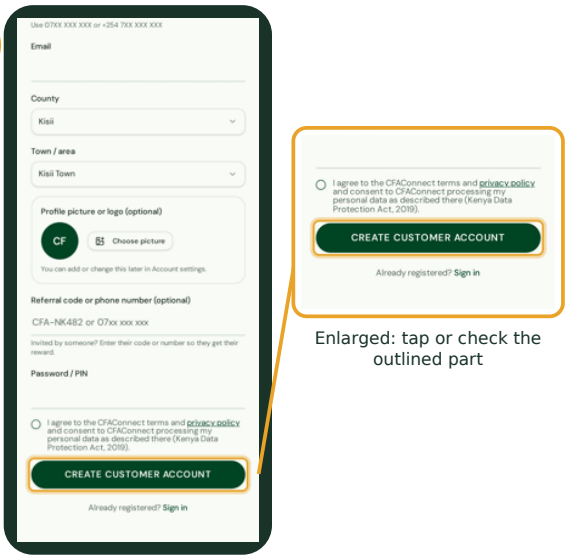
7



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Read the terms and privacy policy, then select the consent checkbox if you agree.

8



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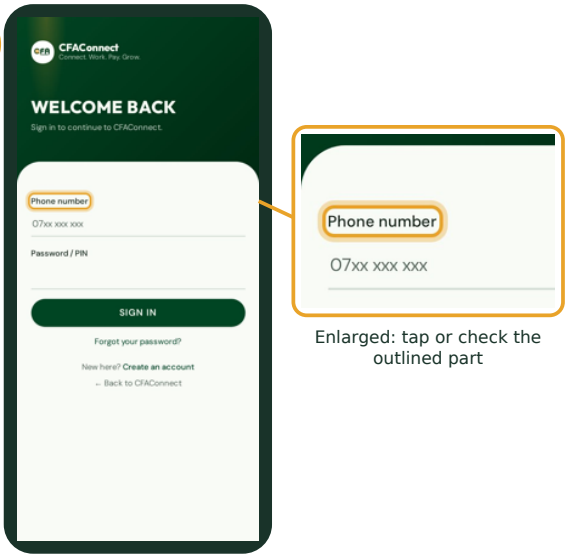
Tap CREATE CUSTOMER ACCOUNT. Follow the confirmation shown, then sign in with the same phone and password.

Important: Registration pictures show blank forms only. Do not send your password, M-Pesa PIN or reset code to support or a provider.

Sign in, reset a password and switch spaces

Open: /login • www.cfaconnect.co.ke

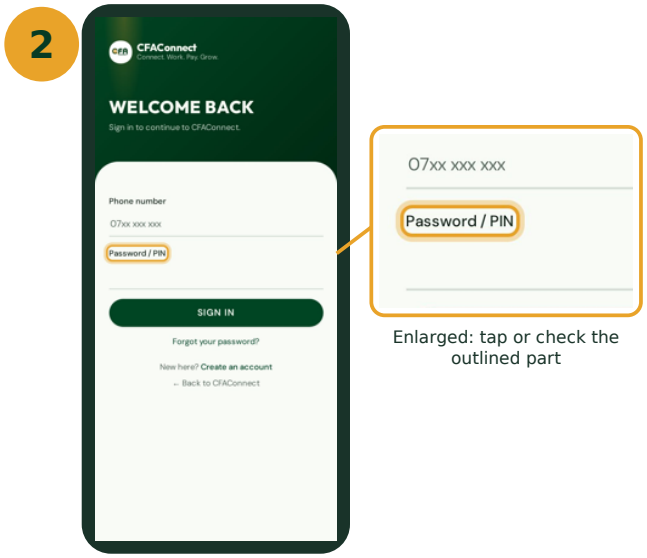
1



Enlarged: tap or check the outlined part

Open Sign in and enter the phone number used at registration.

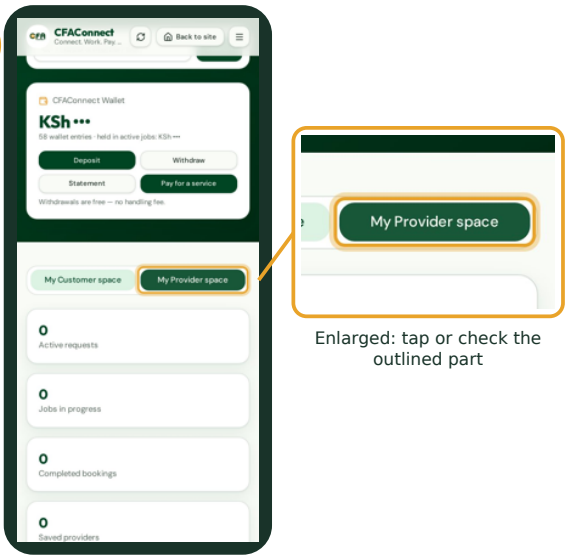
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Enter your Password / PIN and tap SIGN IN. After success, open the account menu on the home page.

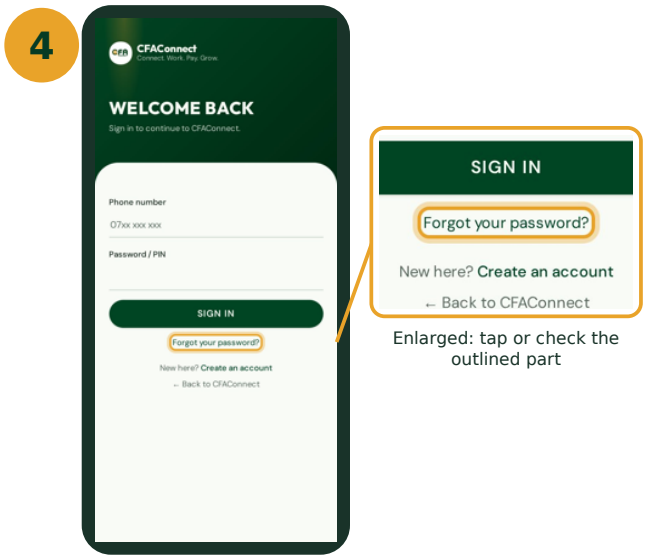
3



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Choose My Customer space to view requests and your wallet. Use My Provider space when offering services.

4



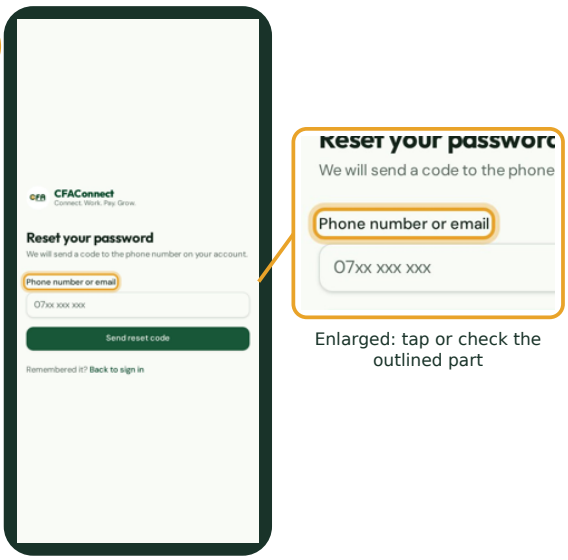
Enlarged: tap or check the outlined part

For a forgotten password, tap Forgot your password? rather than registering a duplicate account.

Sign in, reset a password and switch spaces

Open: /login • www.cfaconnect.co.ke

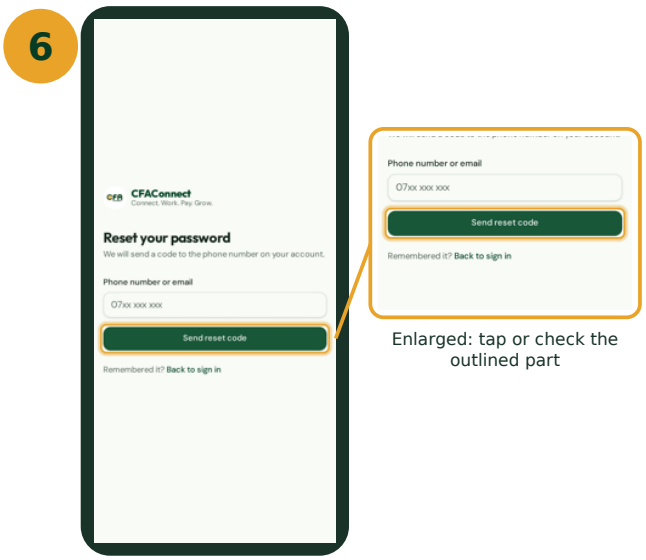
5



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Enter the registered phone number and request the one-time reset code.

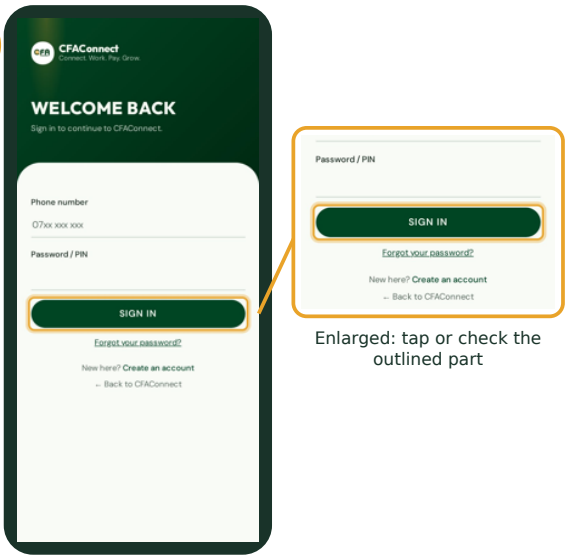
6



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Read the SMS on your own phone, enter the code and choose a new password of at least four characters.

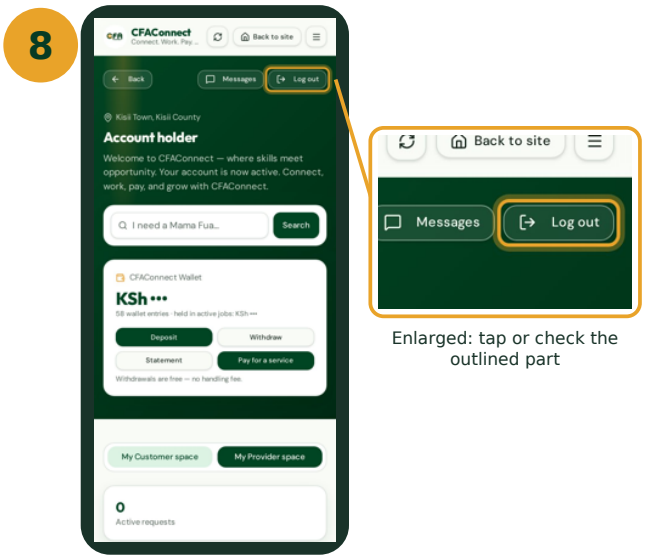
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Sign in again with the new password. If the SMS does not arrive, check the number and contact support.

8



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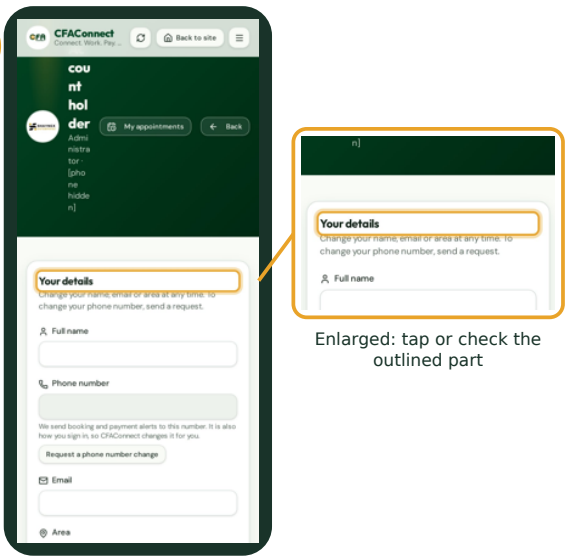
Log out on shared devices when finished.

Important: A reset code or a trip PIN may be four digits; an account password can contain four or more characters.

Account details, photos, privacy and phone changes

Open: /account • www.cfaconnect.co.ke

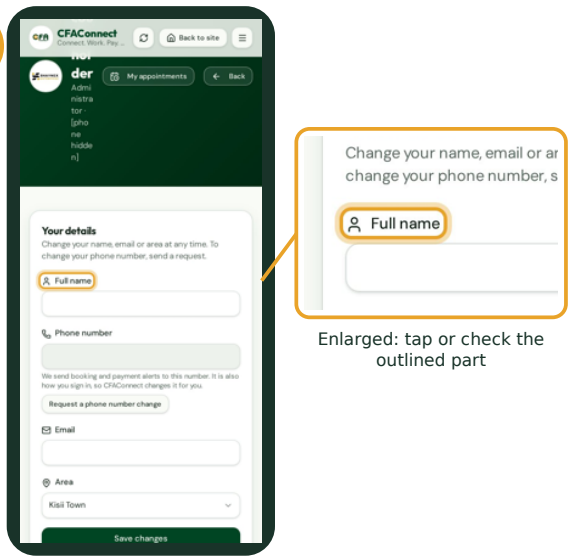
1



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Open your account menu and Account settings to review Your details.

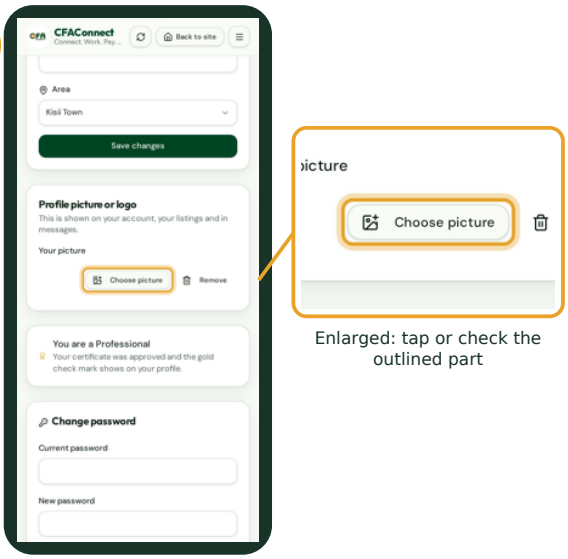
2



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Change your Full name, Email or Area and tap Save changes.

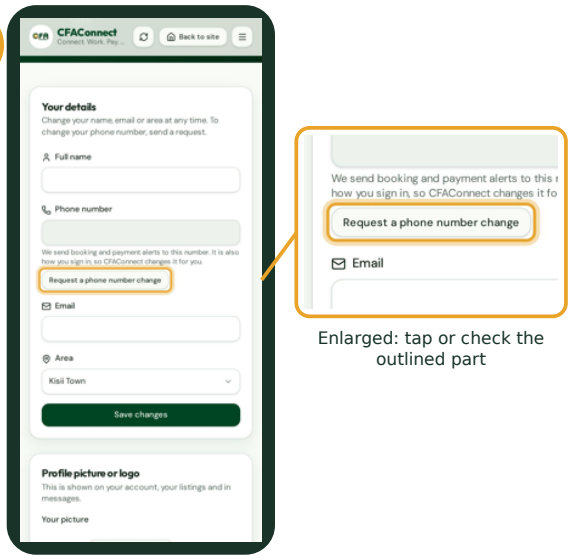
3



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Use Choose picture to add a profile photo/logo; Remove clears it.

4



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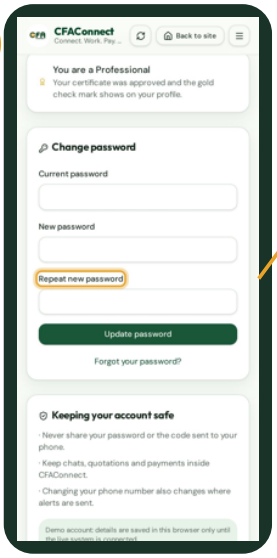
For a new mobile number, tap Request a phone number change. Enter the new number and explanation requested.

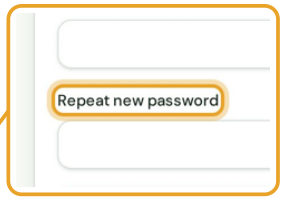
5 Wait for CFAConnect to review the request. After approval, the new number is used for sign-in and alerts.

Account details, photos, privacy and phone changes

Open: /account • www.cfaconnect.co.ke

6

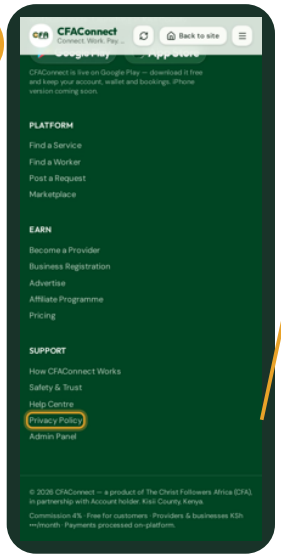




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To change a known password, fill Current password, New password and Repeat new password; tap Update password.

7

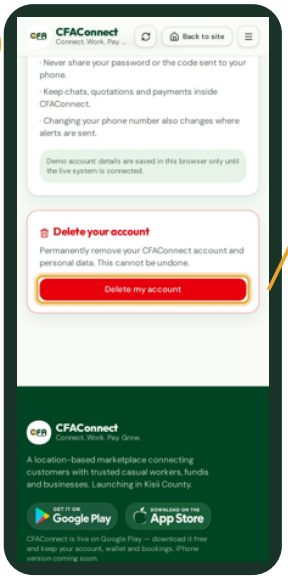


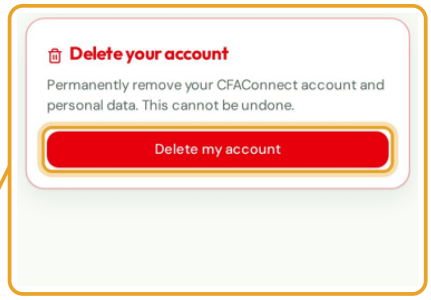


Enlarged: tap or check the outlined part

Review the Privacy Policy and section-specific visibility options, especially the Jobs profile visibility choices.

8





Enlarged: tap or check the outlined part

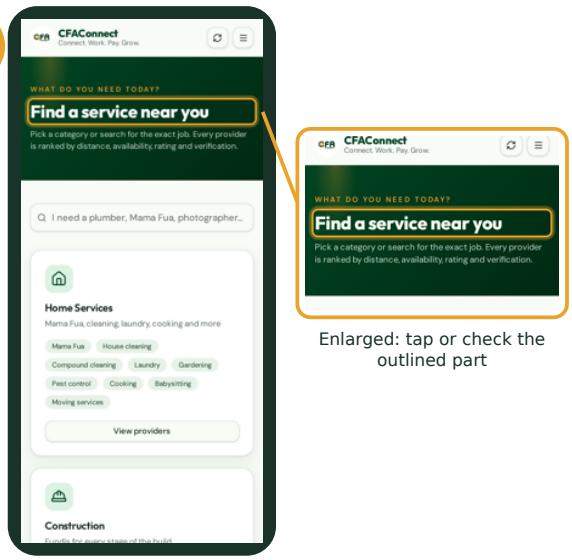
Use Delete my account only after reviewing the warning. It is not the same as logging out or hiding a listing.

Important: Deletion is irreversible and financial or dispute records may need lawful retention. Do not include private identity data in public posts or listing descriptions.

Find a fundi or service provider

Open: /services • www.cfaconnect.co.ke

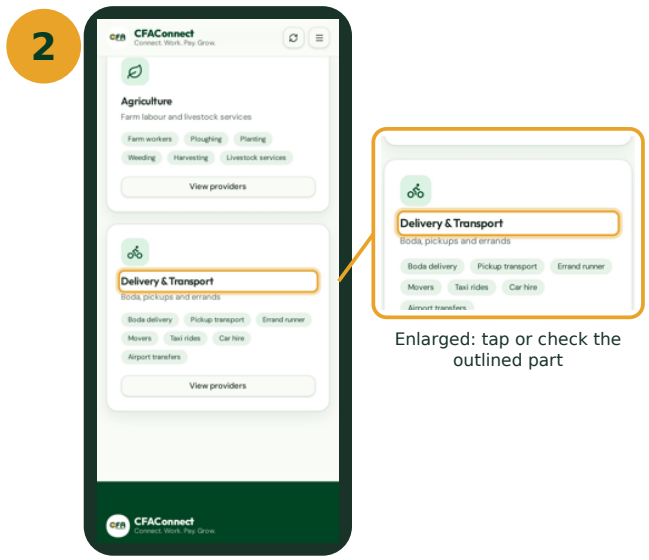
1



Enlarged: tap or check the outlined part

Open Find a Service or the Hire a fundi tile.

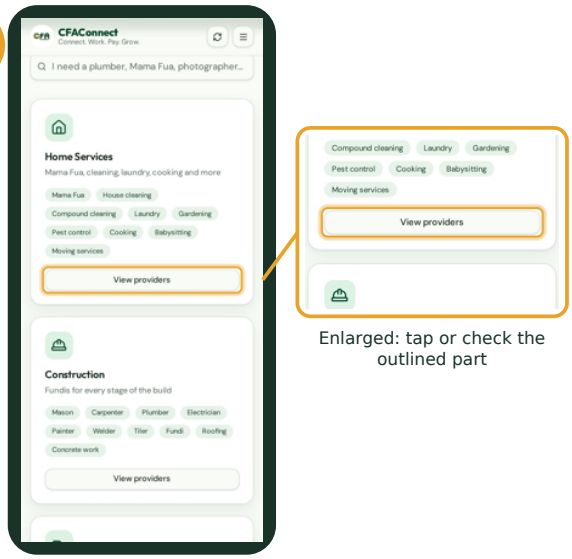
2



Enlarged: tap or check the outlined part

Choose Home Services, Construction, Automotive, Technology, Events, Beauty, Agriculture or Delivery & Transport.

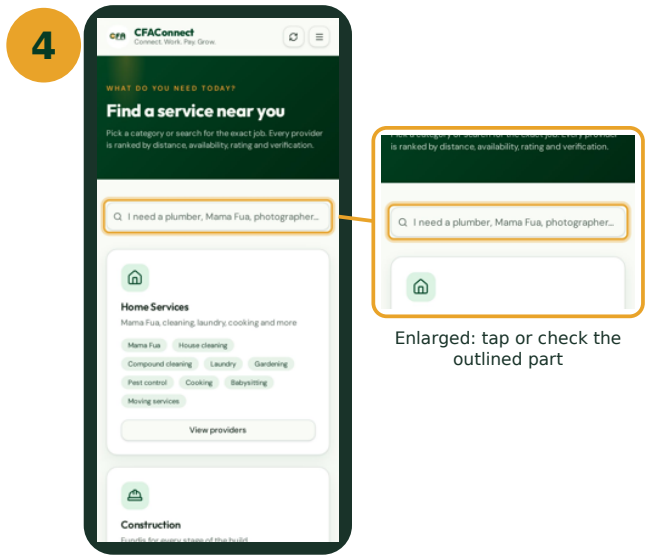
3



Enlarged: tap or check the outlined part

Choose the specific skill, then View providers. Use Find a Worker for the broader directory.

4



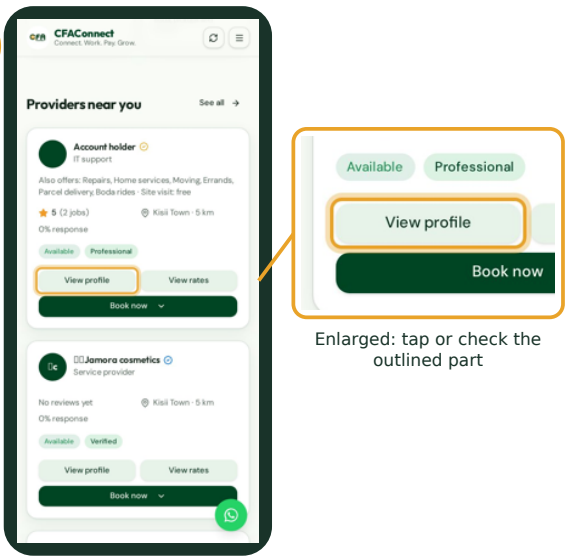
Enlarged: tap or check the outlined part

Use Search and Filters to narrow the area and service. Allow location for nearby results if desired.

Find a fundi or service provider

Open: /services • www.cfaconnect.co.ke

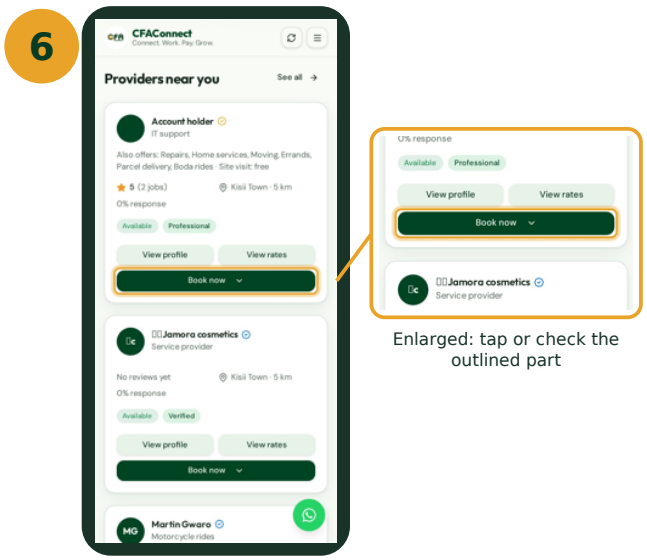
5



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Open View profile to inspect services, work photos, reviews and availability. Use View rates for the provider's prices.

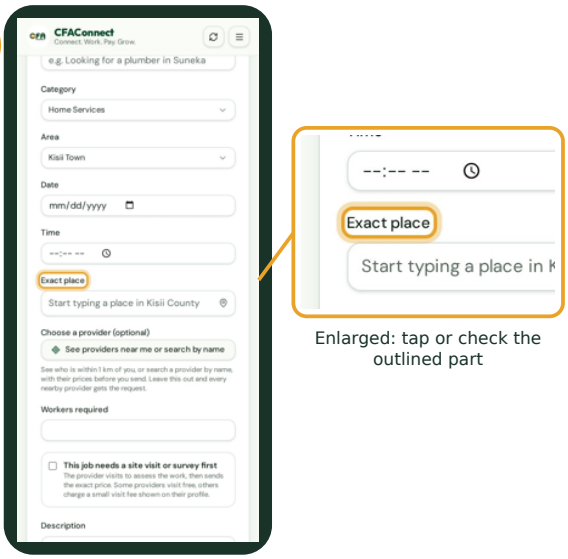
6



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Tap Book now on the chosen provider. Describe What do you need? so the request explains the actual task.

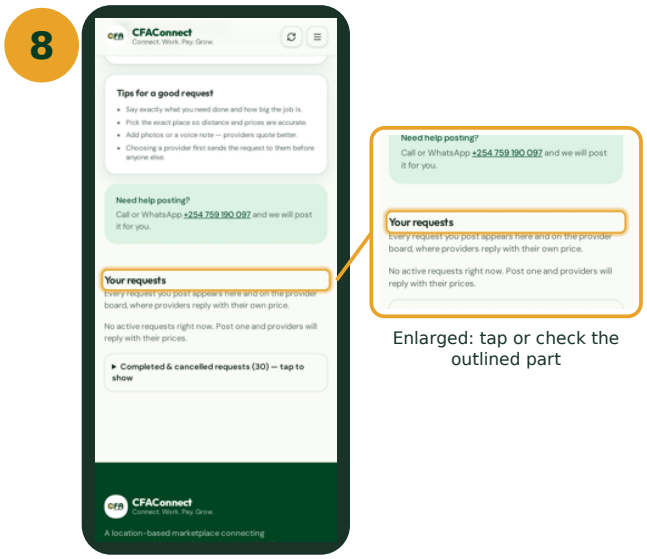
7



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Enter the place, date and any attachments requested, then send the booking.

8



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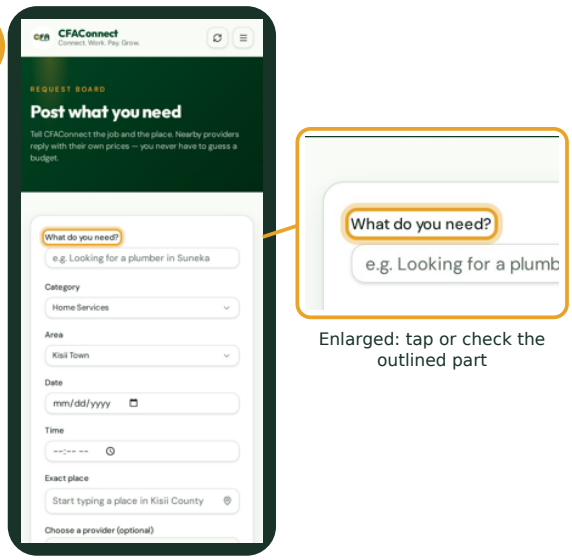
Keep the request window open for the provider's response and price. Do not assume a blank rate is a zero-price job.

Important: The same booking steps apply to every listed trade: cleaners, plumbers, electricians, builders, mechanics, IT, beauty, events and farm workers.

Post a request and hire a team

Open: /post-request • www.cfaconnect.co.ke

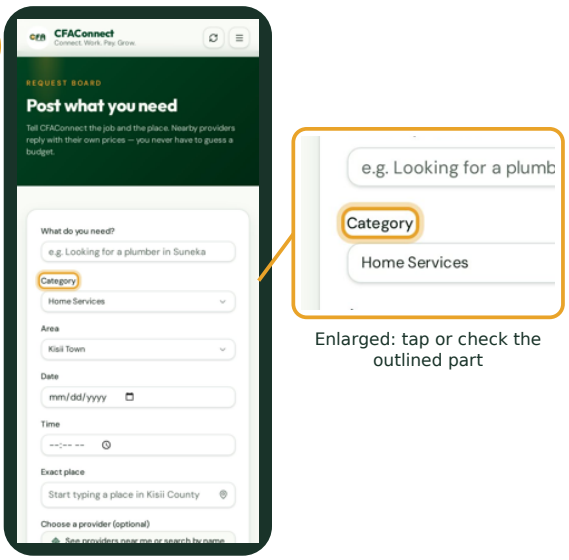
1



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Open Post a Request and enter What do you need? with a short, specific job title.

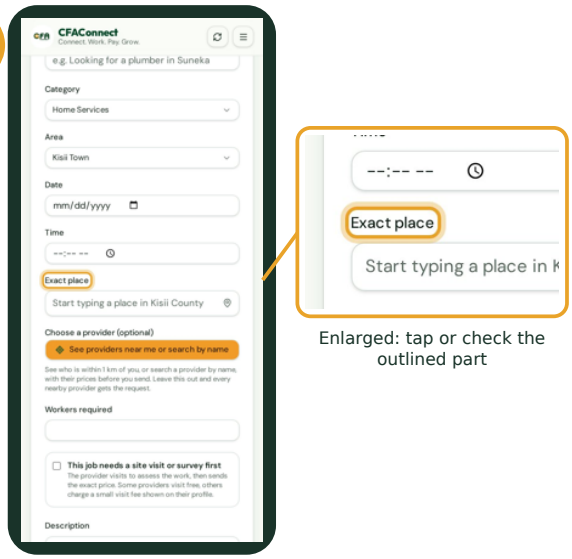
2



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Choose Category and Area, then Date and Time where needed.

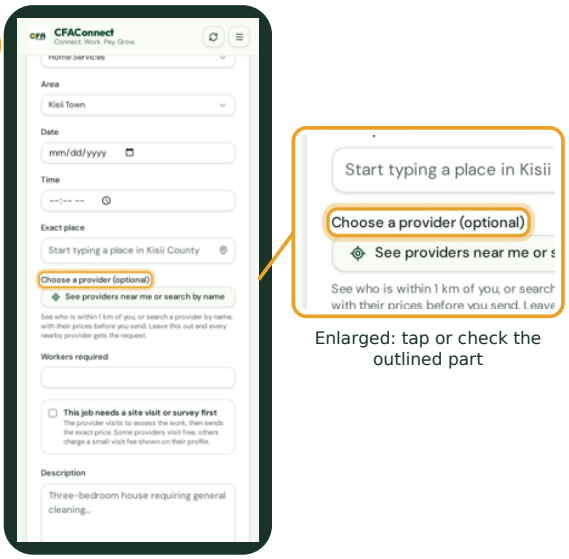
3



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Choose Exact place from location suggestions; add a clear landmark in the description.

4



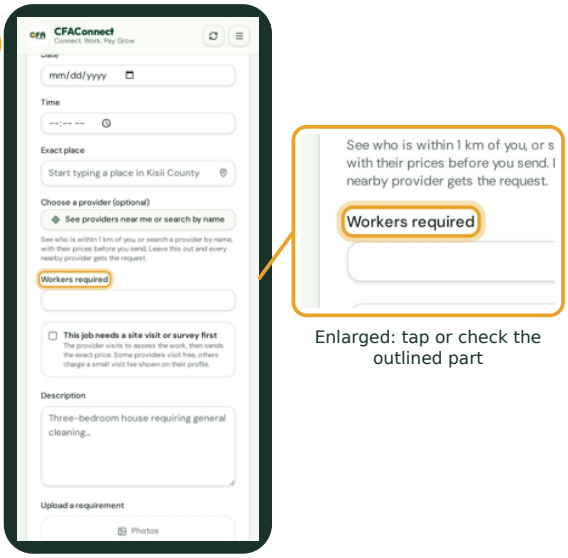
Enlarged: tap or check the outlined part

Optionally choose one provider using nearby results or name search. Leave it blank to invite nearby providers.

Post a request and hire a team

Open: /post-request • www.cfaconnect.co.ke

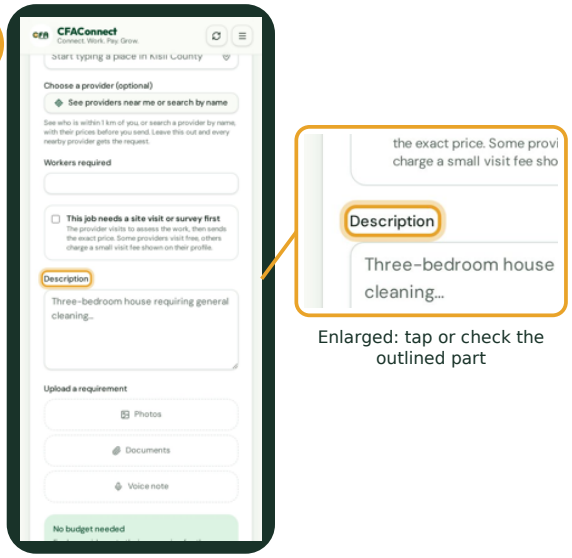
5



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Set Workers required for an individual or team job. Describe the size of the work and required skills.

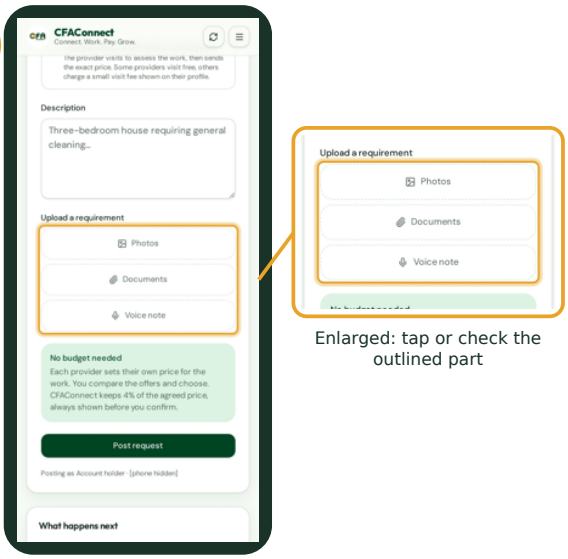
6



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Select the site visit/survey option only if assessment is needed. The provider can also request a survey.

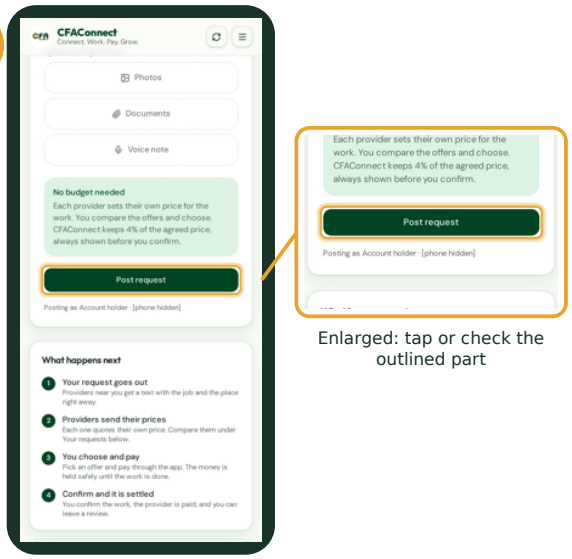
7



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Attach Photos, Documents or a Voice note if helpful. Avoid uploading unnecessary personal information.

8



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Tap Post request. Compare replies under Your requests and choose a provider before payment.

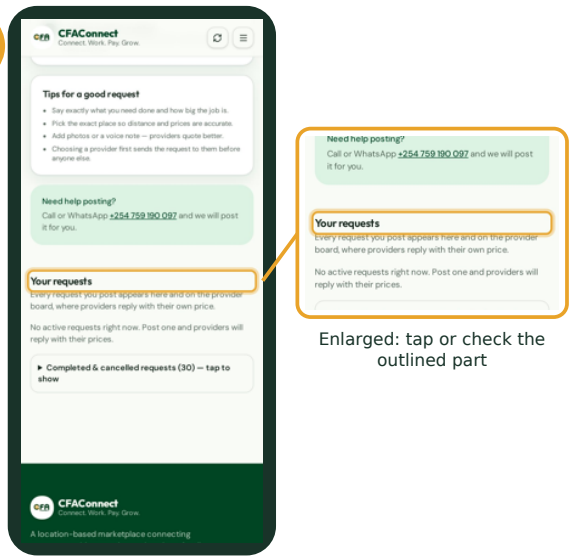
Important: No guessed budget is required. Providers quote their own prices; selecting a provider directs the initial request to that provider.

Agree to a price, chat and handle a site survey

Open: /post-request • www.cfaconnect.co.ke

1 Request > 2 Provider quote > 3 Agree > 4 Pay / hold

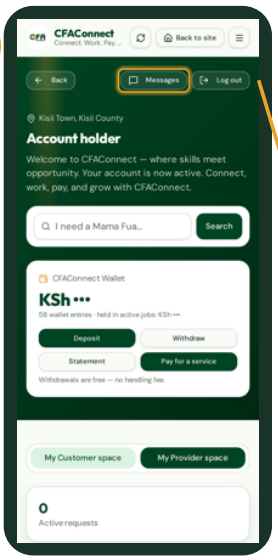
1

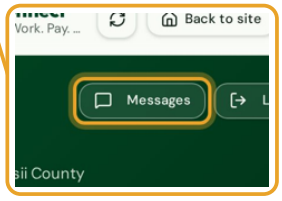


Enlarged: tap or check the outlined part

Read the provider's reply in the active request window: acceptance, their price, or a decline.

2





Enlarged: tap or check the outlined part

Use Open chat to clarify materials, scope, timing and access. Chat does not accept the price.

3 If assessment is required, check whether the visit is free or charged and approve only the visit terms you understand.

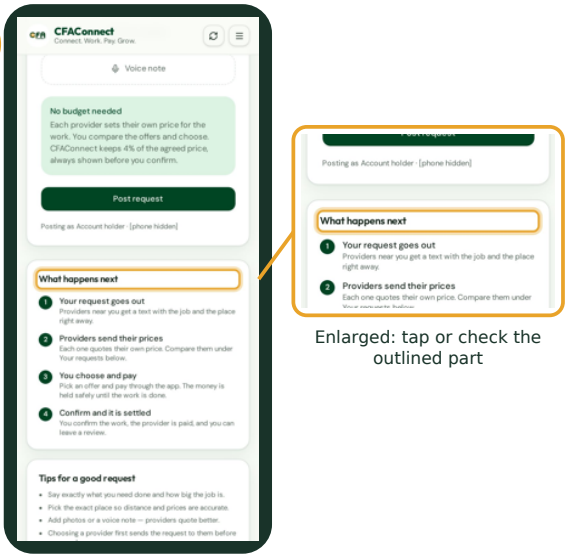
4 Keep the site visit with the same job. The provider assesses the work before sending the exact final price.

5 Review the final quotation and the displayed CFAConnect commission. Tap Agree only when the scope and amount are right.

Agree to a price, chat and handle a site survey

Open: /post-request • www.cfaconnect.co.ke

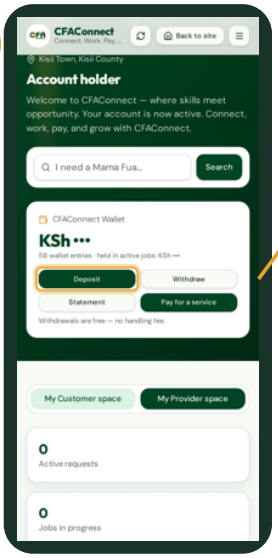
6

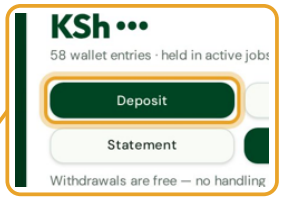


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Decline if you do not accept the offer. For an unanswered request, use Request again when the waiting option appears.

7

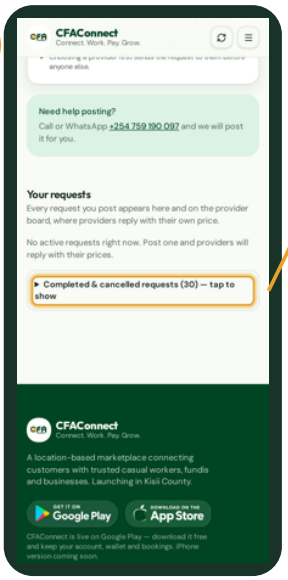


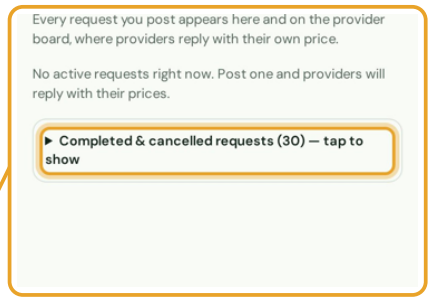


Enlarged: tap or check the outlined part

Follow the request's payment action. Deposit into the wallet if your balance is insufficient.

8





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Keep using the same request window through payment, progress and completion. Use its message counter to read new messages.

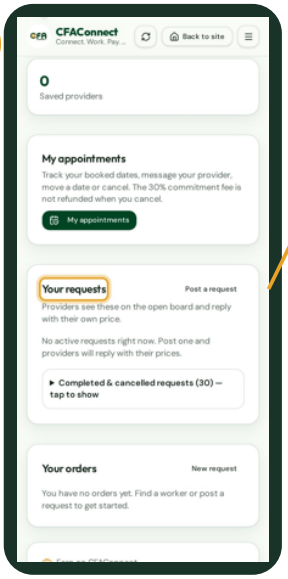
Important: Process illustration, not a screenshot of a paid job. CFAConnect keeps 4% of the agreed service price: KSh 2,000 pays KSh 1,920 to the provider.

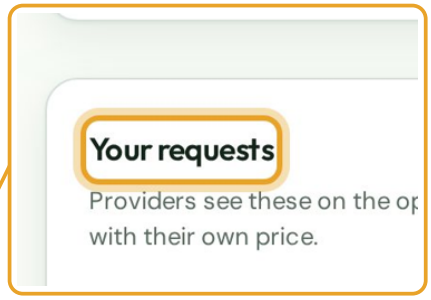
Finish work, release payment, review or dispute

Open: /dashboard • www.cfaconnect.co.ke

1 Work done > **2** Customer checks > **3** Release payment > **4** Review

1





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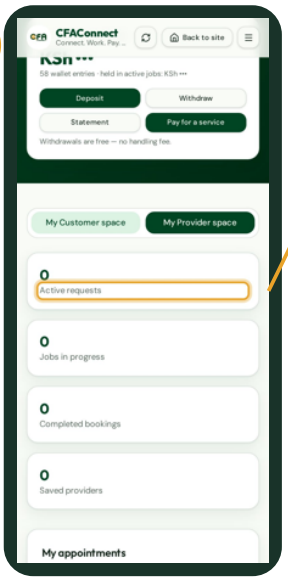
When the provider marks the work done, inspect the completed work or delivered service.

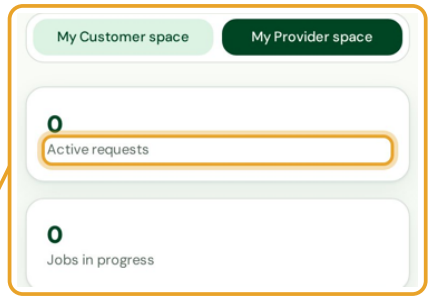
2 If money is held, use Confirm work & release payment only after checking the result.

3 If the job uses payment after completion, review the amount and use Approve & pay from wallet.

4 Do not confirm completion just because a provider asks while work is still outstanding.

5





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For missing, damaged or incorrect work, use Raise a dispute in the active request window.

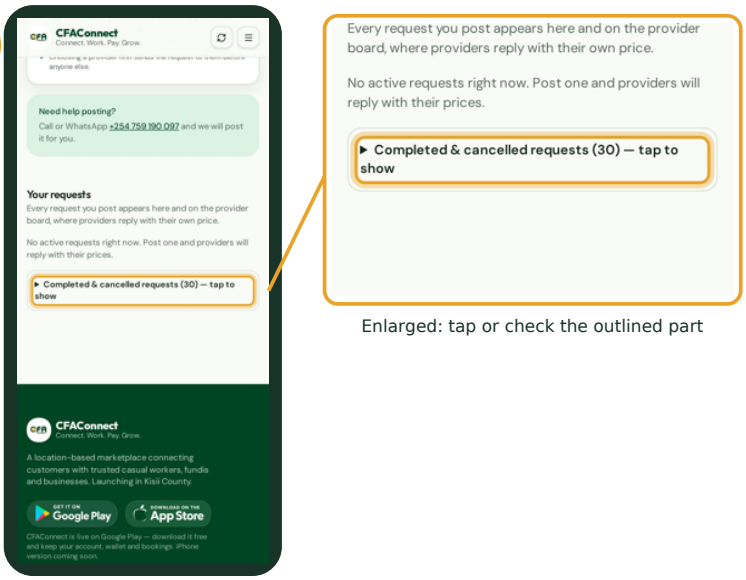
Finish work, release payment, review or dispute

Open: /dashboard • www.cfaconnect.co.ke

6 Explain the problem clearly and attach relevant evidence when requested. Keep the request reference.

7 After successful release, the Thank you screen offers Close for the customer or Go to my earnings for the provider.

8



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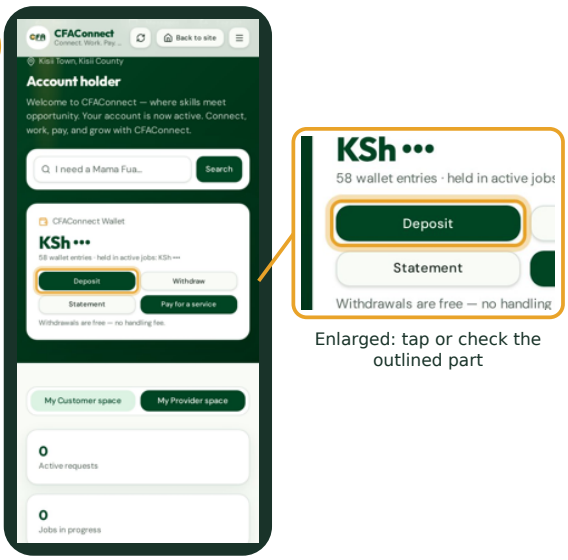
Leave a truthful review. Completed & cancelled requests can be expanded later without cluttering active work.

Important: Payment or withdrawals can remain held during a dispute. Contact support before attempting to settle the same disputed job outside the app.

Wallet deposits, payments and statements

Open: /dashboard • www.cfaconnect.co.ke

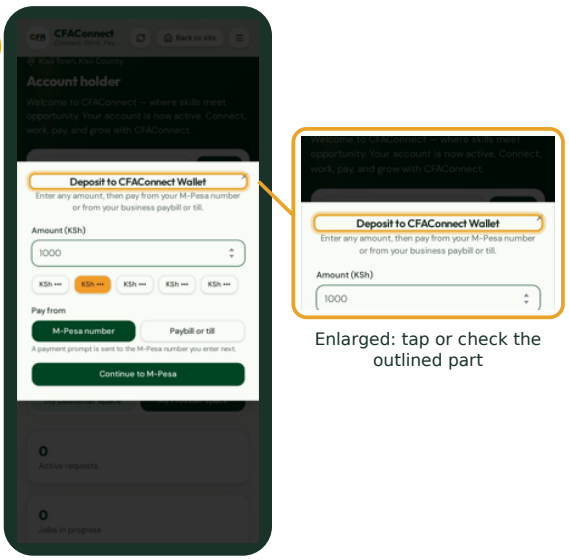
1



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Open My Customer space to see CFAConnect Wallet, your available balance and funds held in active jobs.

2

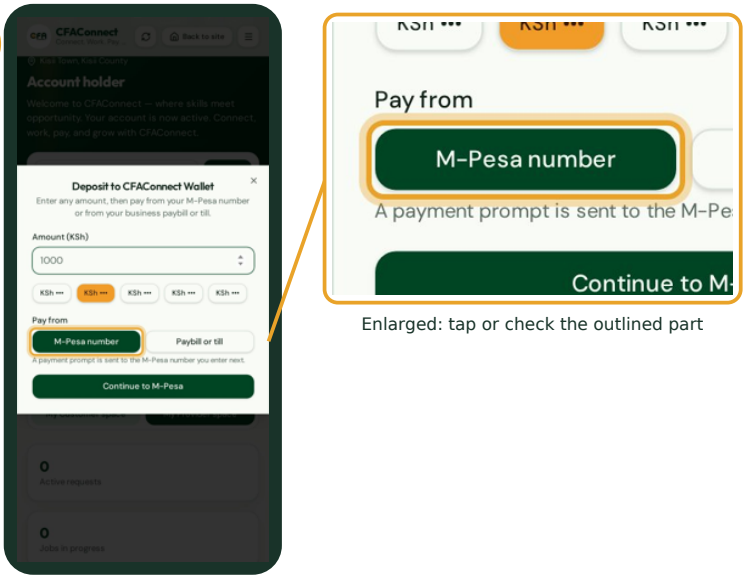


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Tap Deposit and enter the amount or choose a quick amount.

3 Choose the available deposit source and check the phone or business-number details.

4



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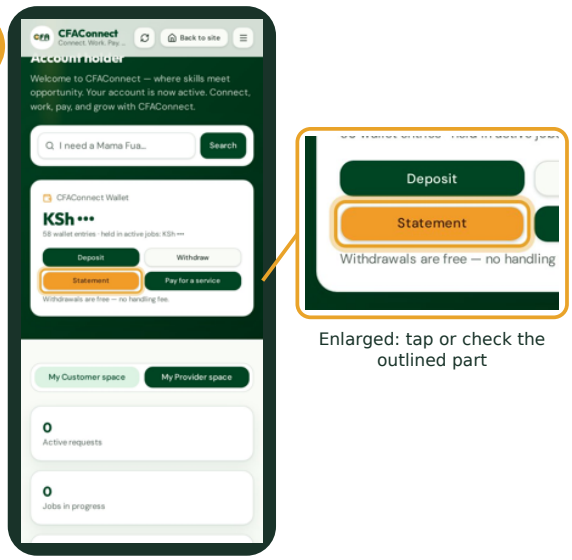
Start the M-Pesa payment and enter your M-Pesa PIN only on the genuine M-Pesa prompt on your phone.

5 Wait for confirmation and a receipt. Closing the prompt or an unconfirmed reference is not a successful payment.

Wallet deposits, payments and statements

Open: /dashboard • www.cfaconnect.co.ke

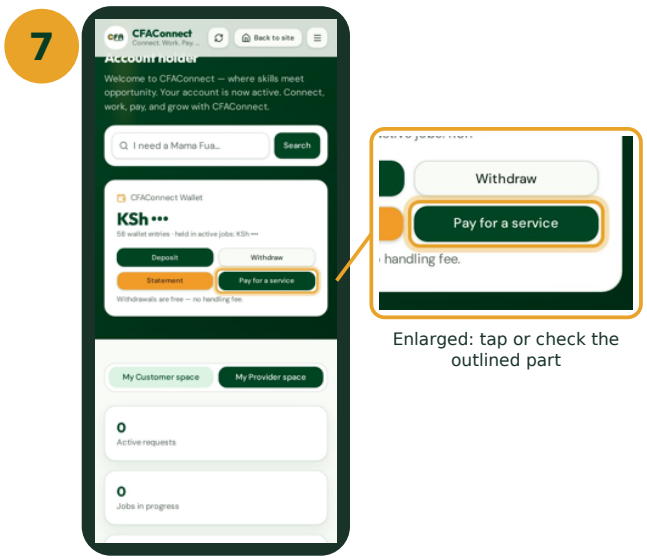
6



Enlarged: tap or check the outlined part

Return to the wallet and check that the deposit appears in the balance and Statement.

7



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For a booked job, use the request's payment action. Pay for a service is a separate wallet action: verify the provider's CFAConnect number and amount.

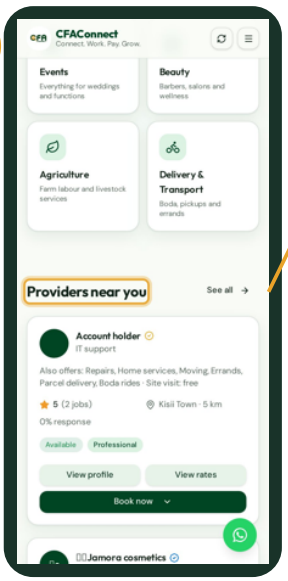
8 Open Statement or Wallet activity to review deposits, service payments, releases and withdrawals by reference.

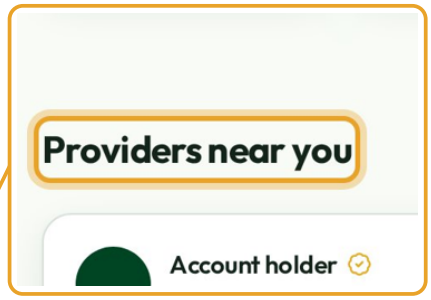
Important: Some payment prompts show Shaynex Enterprise. Always check the amount and purpose. Never make a second payment until the first attempt's status is clear.

Future appointments and commitment payments

Open: /appointments • www.cfaconnect.co.ke

1





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Choose a provider and a future date when the provider's calendar is available.

2 Select the required service, day and time and describe the appointment.

3 Wait for the provider to accept and review the agreed job price.

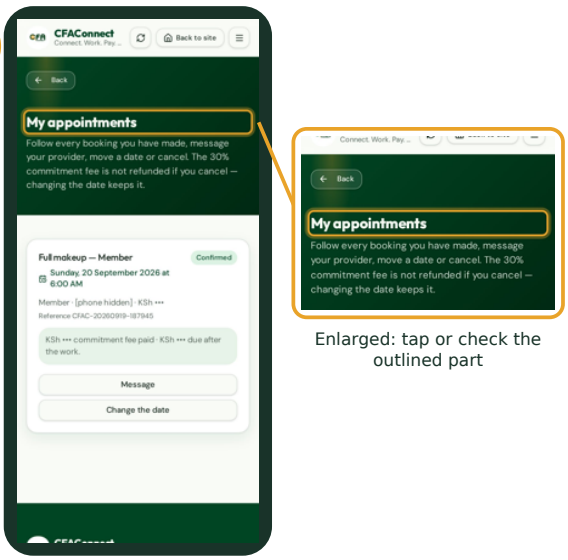
4 Review the 30% commitment payment shown for a later-date booking; it counts towards the total job price.

5 Complete the payment only after checking the cancellation terms.

Future appointments and commitment payments

Open: /appointments • www.cfaconnect.co.ke

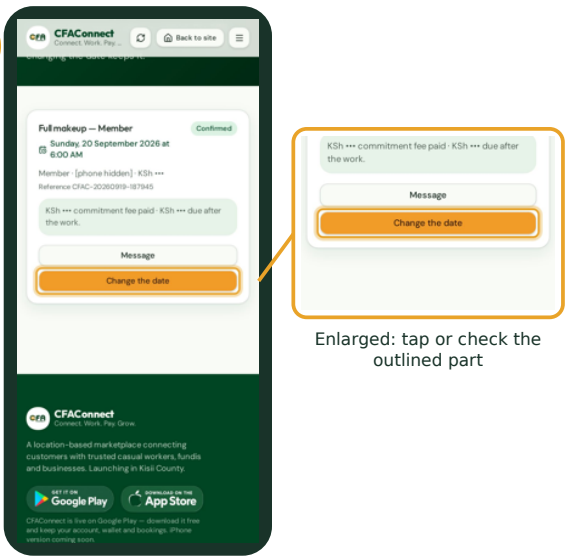
6



Enlarged: tap or check the outlined part

Open My appointments from your account to review the date and provider.

7



Enlarged: tap or check the outlined part

Use Message for coordination or Reschedule to request a new date. Check that the updated date is confirmed.

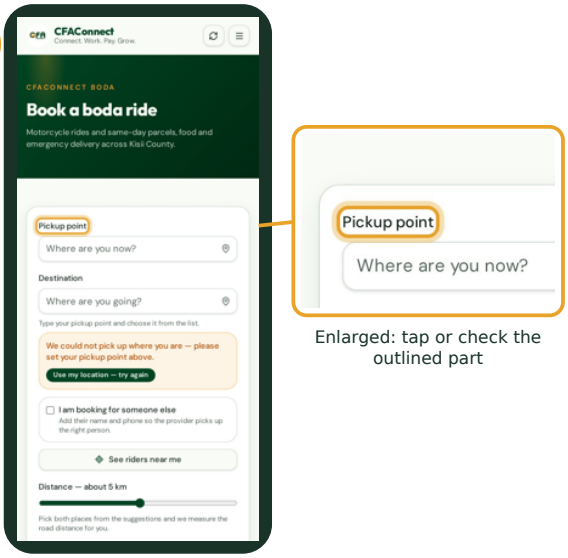
8 Use Cancel only if necessary; the commitment payment is not refunded on cancellation. Pay the remaining balance in the app as instructed.

Important: Do not create a second appointment to move a date. Use the appointment's own Reschedule action where available.

Book a boda ride

Open: /boda • www.cfaconnect.co.ke

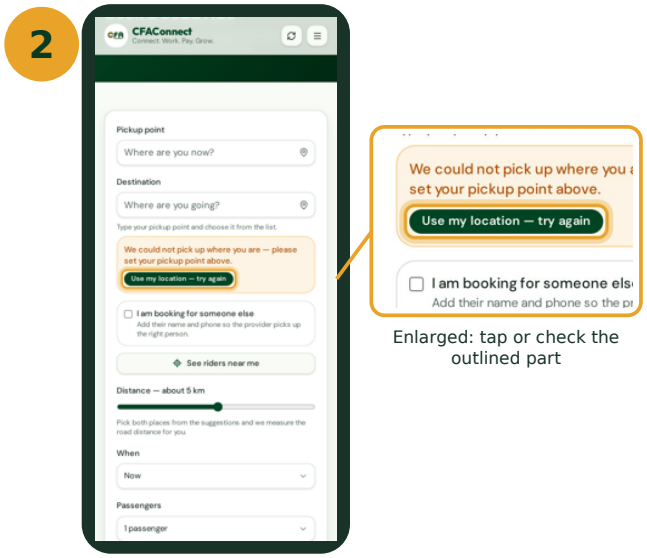
1



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Choose Boda on the home page and enter Pickup point and Destination from the suggestions.

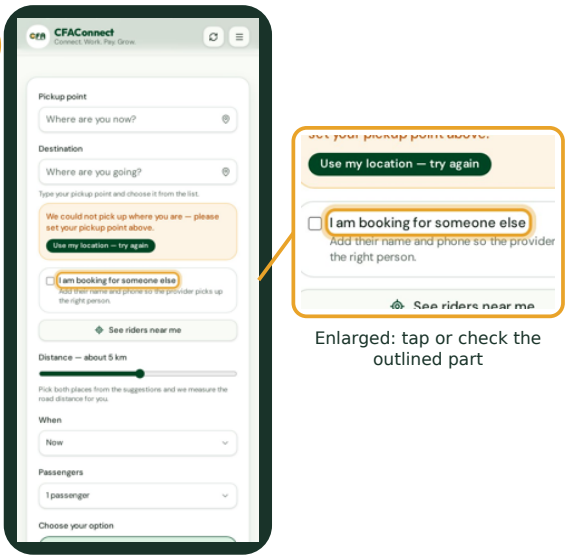
2



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Use my location if you want location help; if permission fails, choose the pickup manually.

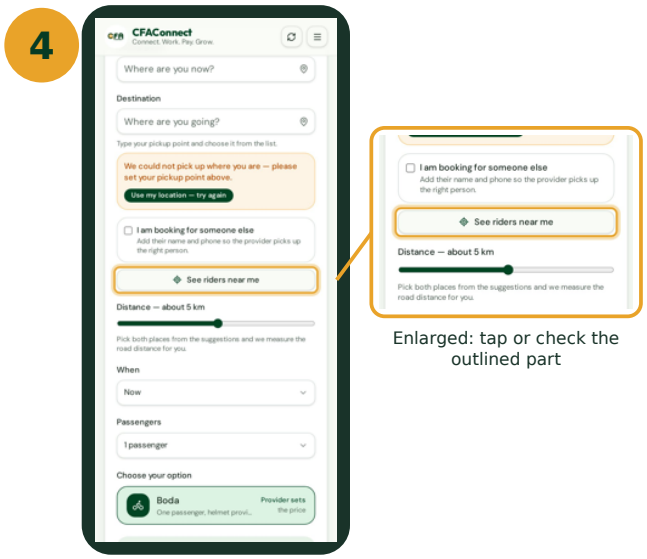
3



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If booking for another person, select I am booking for someone else and enter their details.

4

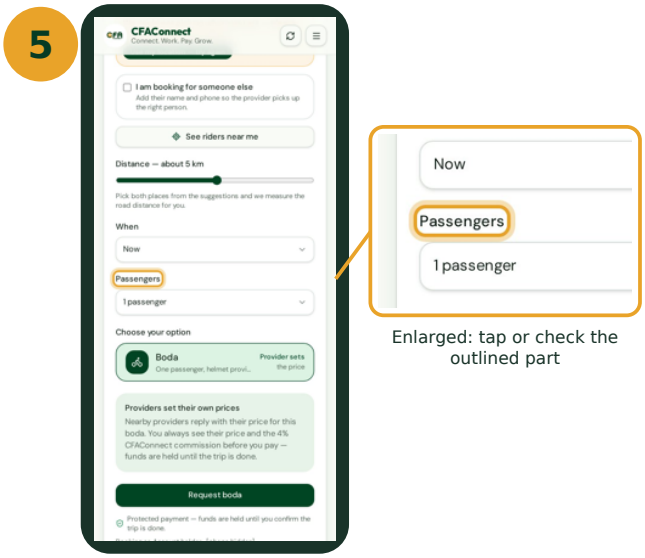


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Use See riders near me to choose a rider. After selection, check the chosen rider above the pickup details.

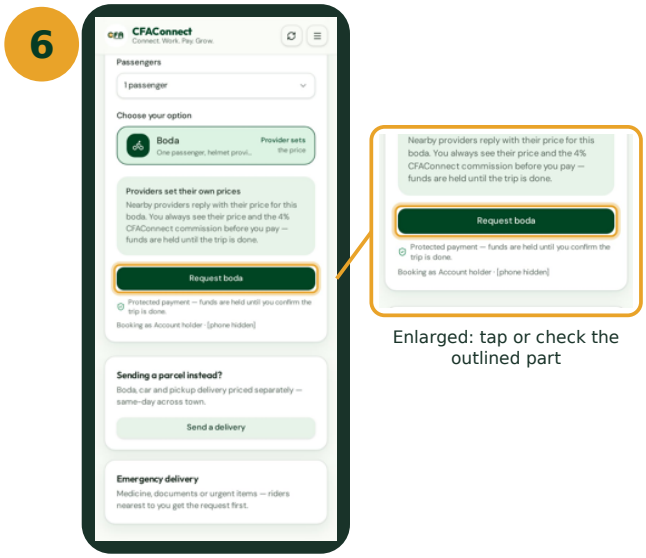
Book a boda ride

Open: /boda • www.cfaconnect.co.ke



Enlarged: tap or check the outlined part

Review the measured road distance, When and Passengers. Confirm the rider can safely carry your party.



Enlarged: tap or check the outlined part

Tap Request boda. Wait for the rider's own quotation; there is no platform-fixed fare.

7 Agree to the quotation and pay through the request window. Check the trip identity/PIN if prompted.

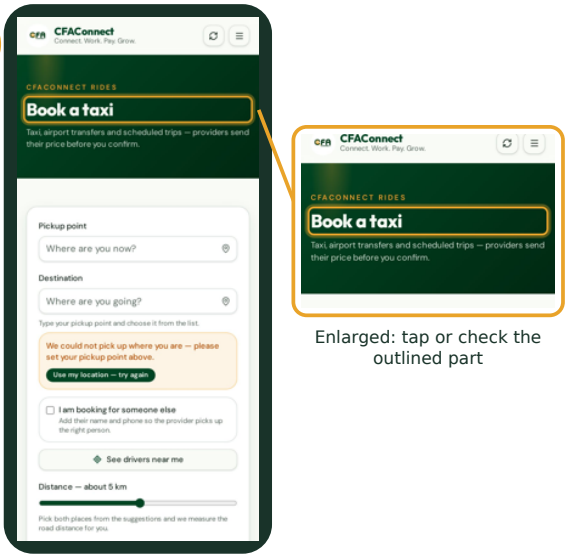
8 After arrival, confirm completion only when the ride is finished, then leave a review.

Important: Wear a helmet and do not overload the motorcycle. A distance shown before locations are selected is not your confirmed route.

Book a taxi or scheduled ride

Open: /ride • www.cfaconnect.co.ke

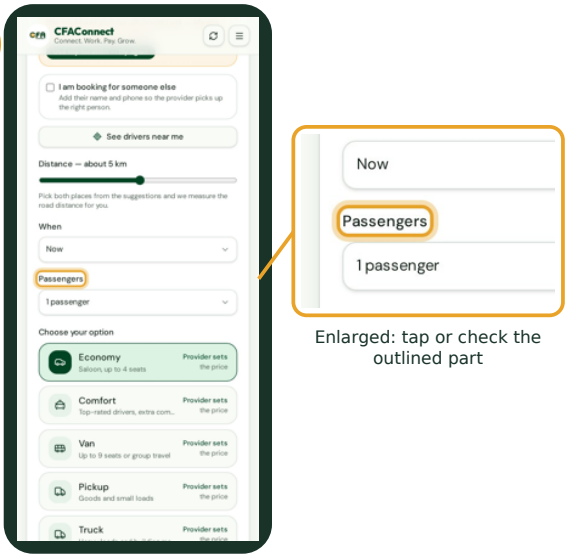
1



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Open Taxi / Book a taxi and choose Pickup point and Destination from location suggestions.

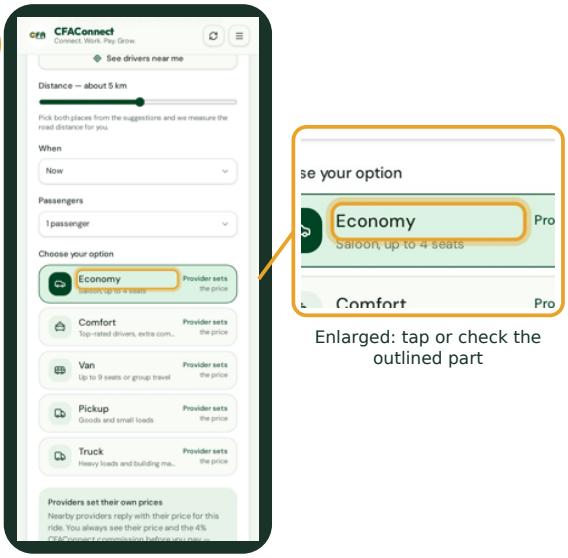
2



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Set When and Passengers. Use the booking-for-someone-else option if applicable.

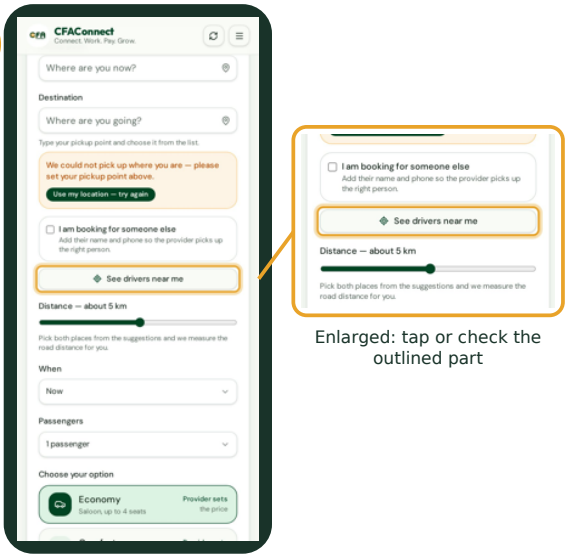
3



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Choose Economy, Comfort, Van, Pickup or Truck according to the actual passengers or load.

4



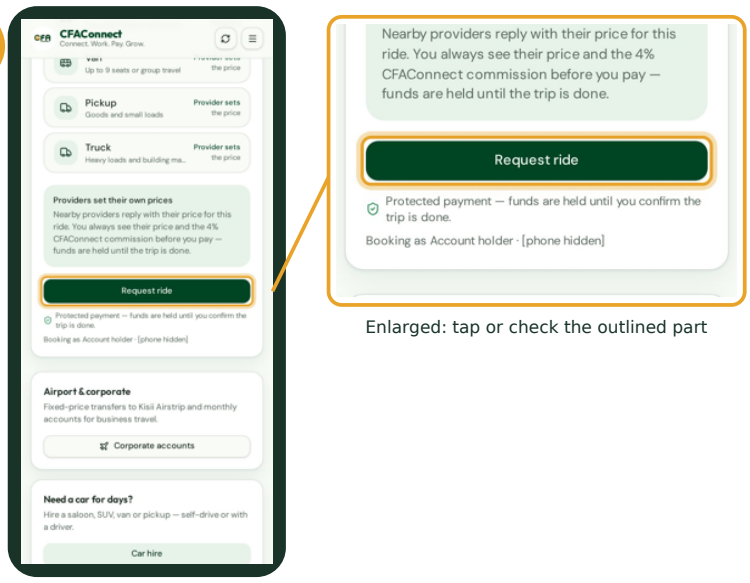
Enlarged: tap or check the outlined part

Optionally use See drivers near me and choose a driver; check their selected card and vehicle details.

Book a taxi or scheduled ride

Open: /ride • www.cfaconnect.co.ke

5



Enlarged: tap or check the outlined part

Tap Request ride and wait for the provider-set price. Review scope and commission before Agree.

6 Pay through the app and use the trip/request screen to follow the driver’s updates.

7 Use the four-digit trip PIN only with the assigned driver at pickup. Share trip details with someone you trust if needed.

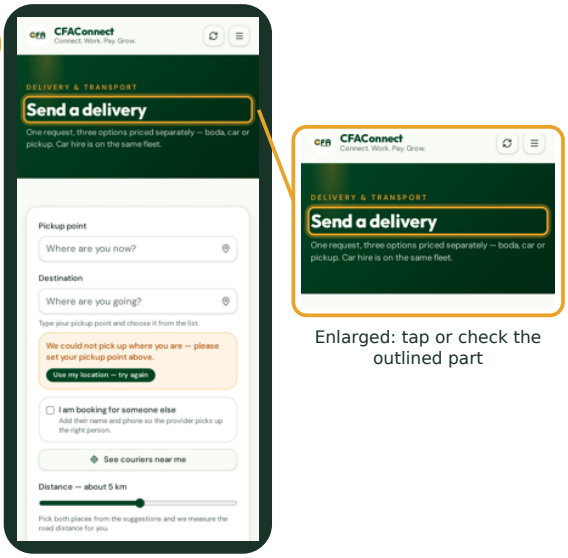
8 Use SOS for an emergency where available and seek immediate emergency help when necessary. Confirm after the trip ends.

Important: Do not confuse a trip PIN with your account password or M-Pesa PIN. Match the driver and vehicle before boarding.

Send parcels and other deliveries

Open: /delivery • www.cfaconnect.co.ke

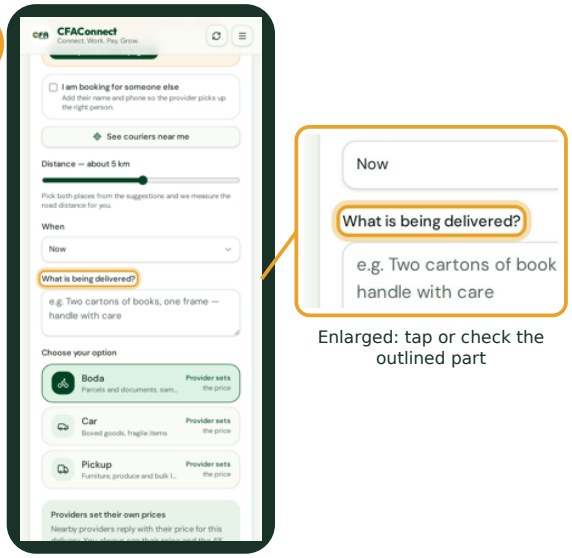
1



Enlarged: tap or check the outlined part

Open Delivery / Send a delivery and set the collection and delivery locations.

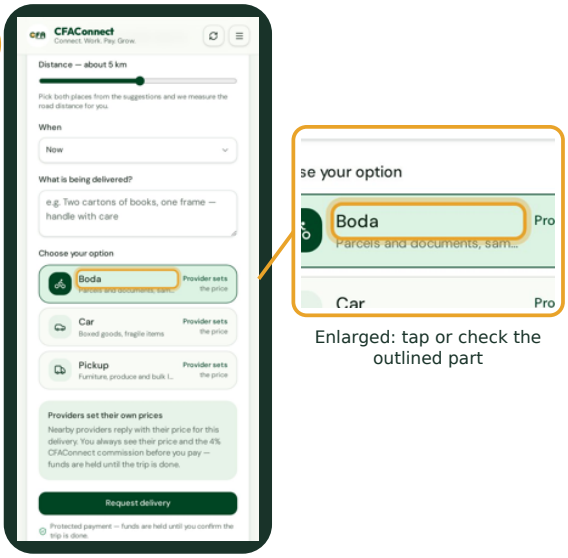
2



Enlarged: tap or check the outlined part

Choose When and enter What is being delivered? with size, handling and recipient details.

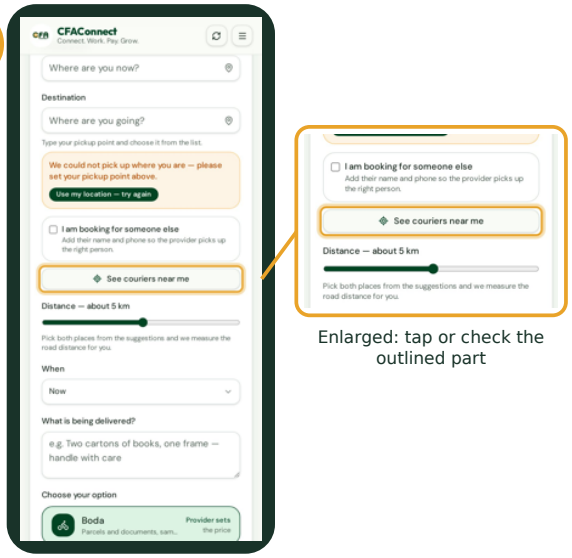
3



Enlarged: tap or check the outlined part

Choose Boda for smaller parcels, Car for suitable boxed/fragile goods or Pickup for larger loads.

4



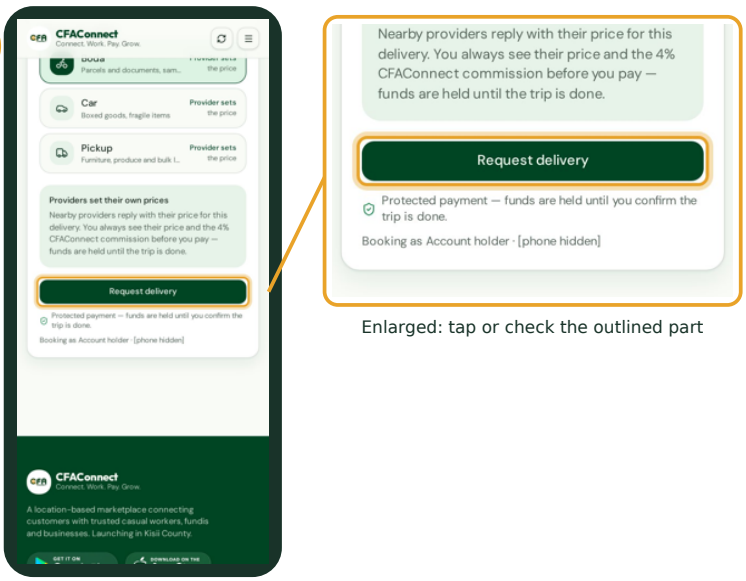
Enlarged: tap or check the outlined part

Use See couriers near me to select a courier if desired; otherwise let providers reply.

Send parcels and other deliveries

Open: /delivery • www.cfaconnect.co.ke

5



Enlarged: tap or check the outlined part

Tap Request delivery and review the provider's quote and what collection/drop-off includes.

6 Agree and pay in the app. Give the courier only the information needed to deliver.

7 Keep the request reference and use chat for collection and recipient coordination.

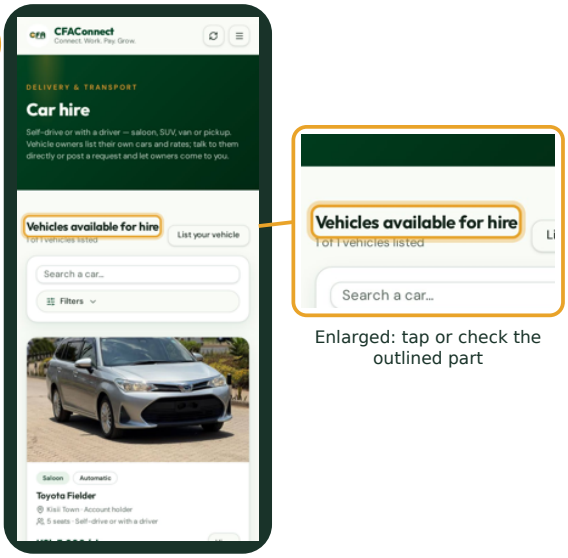
8 Confirm after the recipient verifies receipt. Raise a dispute for missing or damaged goods before releasing held payment.

Important: Do not send illegal or dangerous goods. Explain fragile or temperature-sensitive items before accepting a quotation.

Hire a car for days

Open: /hire • www.cfaconnect.co.ke

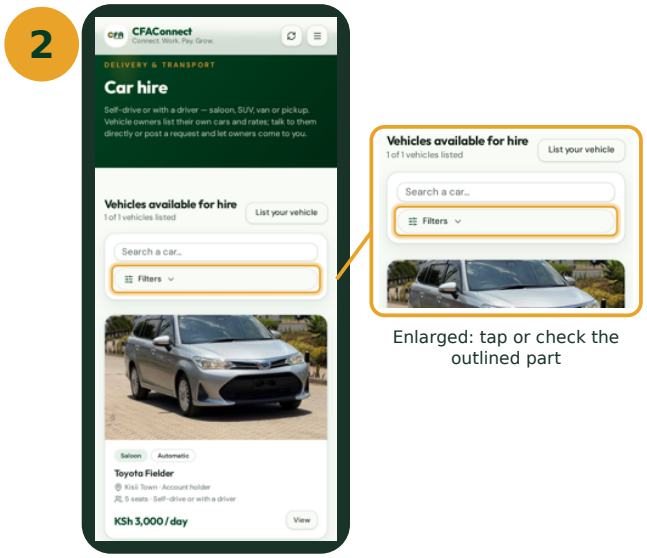
1



Enlarged: tap or check the outlined part

Open Car hire and browse Vehicles available for hire.

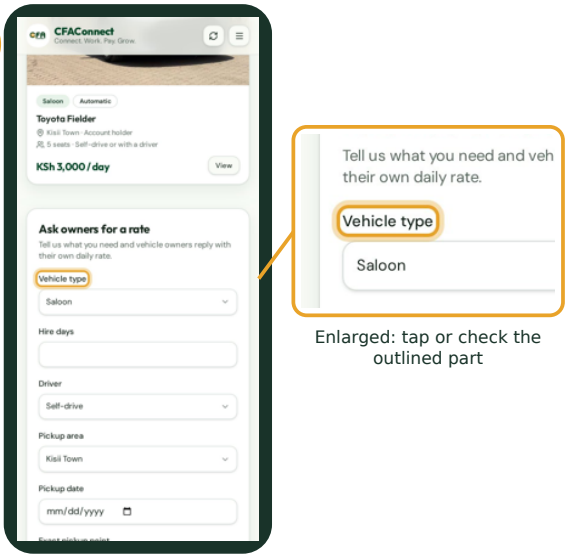
2



Enlarged: tap or check the outlined part

Use Filters and View to check the vehicle, seats, transmission, owner and owner-set daily rate.

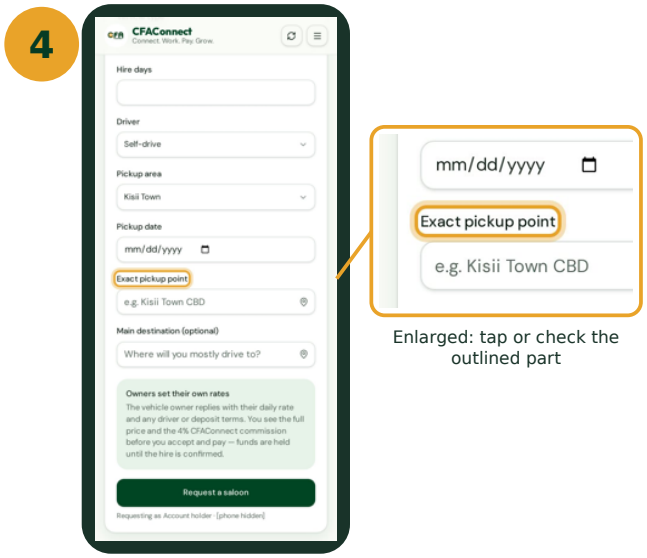
3



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For quotations, choose Vehicle type, Hire days and Self-drive or With a driver.

4



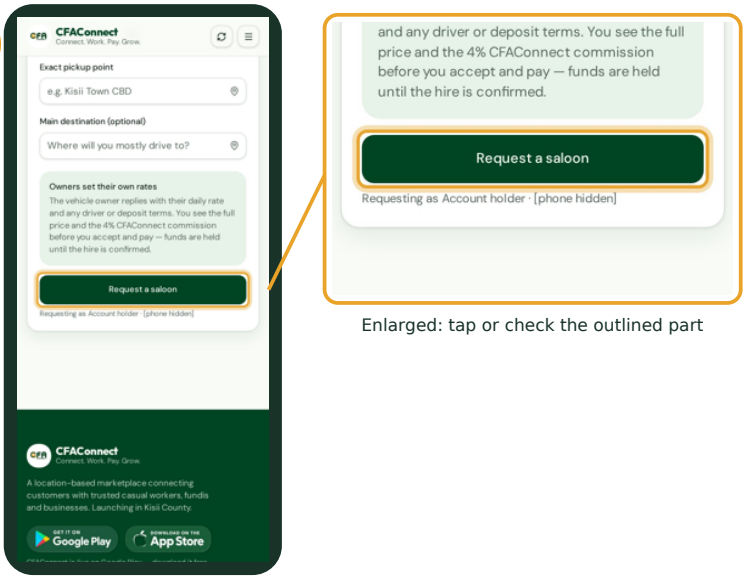
Enlarged: tap or check the outlined part

Choose Pickup area, Pickup date and Exact pickup point; add the main destination if helpful.

Hire a car for days

Open: /hire • www.cfaconnect.co.ke

5



Enlarged: tap or check the outlined part

Send Request a saloon or the button matching the selected vehicle type.

6 Discuss licence requirements, deposit, driver costs, fuel, mileage and return conditions with the owner.

7 Review the full quotation in the app before agreeing and paying. Do not assume every deposit term is included.

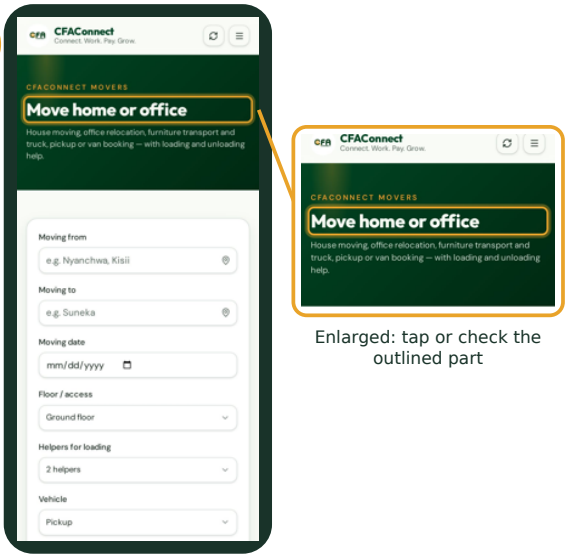
8 Inspect and document vehicle condition at handover and return; confirm the hire only when the agreed service is complete.

Important: Only real owner-set rates are shown. A card’s daily price is not a final quotation for every hire duration or driver arrangement.

Move a home, office or bulky load

Open: /move • www.cfaconnect.co.ke

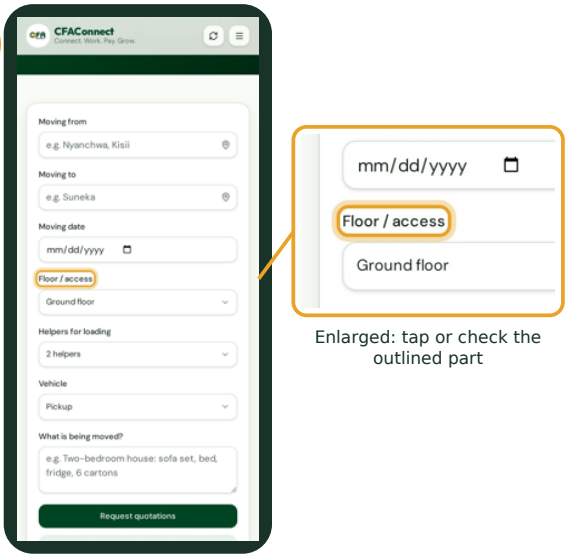
1



Enlarged: tap or check the outlined part

Open Move and enter Moving from and Moving to.

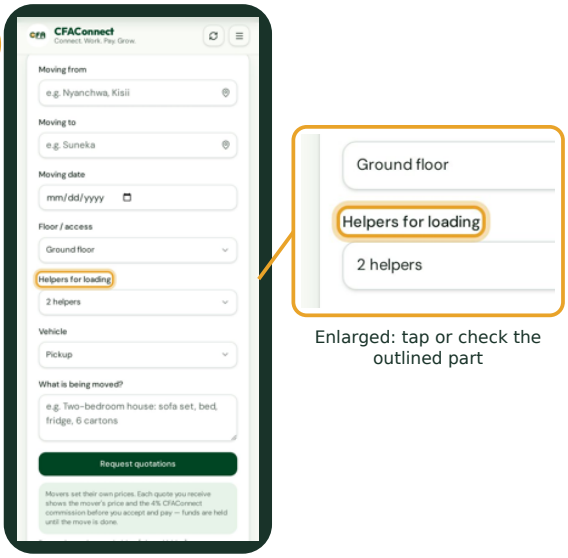
2



Enlarged: tap or check the outlined part

Choose Moving date and Floor / access so movers can assess stairs, lifts and vehicle access.

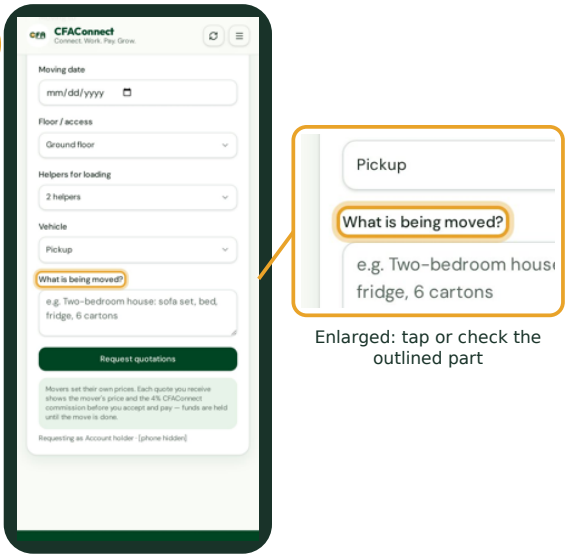
3



Enlarged: tap or check the outlined part

Set Helpers for loading and the required Vehicle.

4



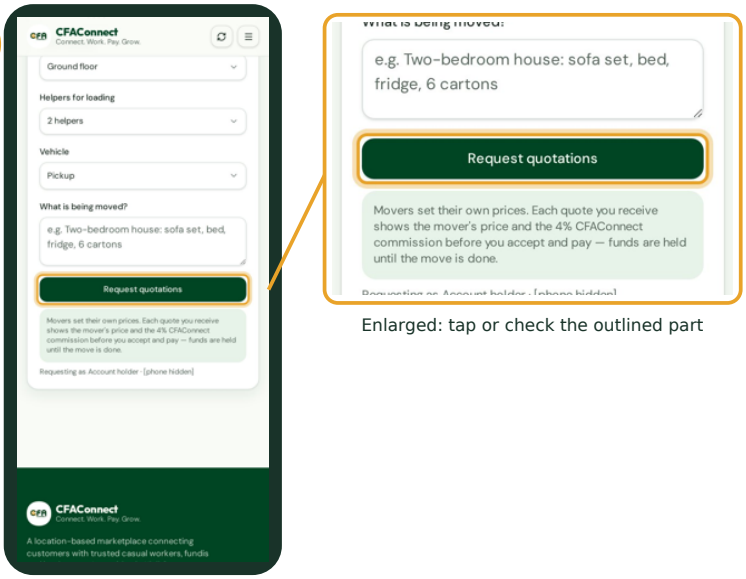
Enlarged: tap or check the outlined part

Describe What is being moved? including large furniture, boxes and fragile items.

Move a home, office or bulky load

Open: /move • www.cfaconnect.co.ke

5



Enlarged: tap or check the outlined part

Tap Request quotations and compare the replies from movers.

6 Clarify packing, loading, unloading, dismantling and any survey fee before agreeing.

7 Accept the exact quote and pay through the request window. Keep item/condition photos for your own records.

8 Check the delivered items and work at the destination, then release payment or raise a dispute.

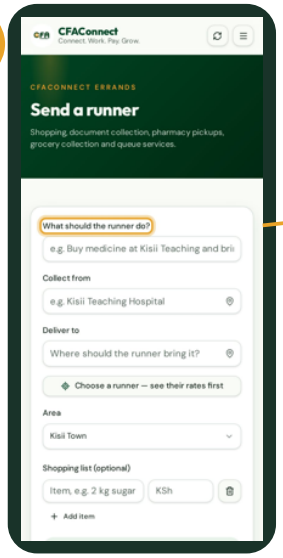
Important: Each mover sets the price. Be explicit about access and helpers to avoid an incomplete quotation.

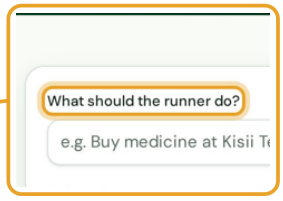
Run an errand and settle shopping costs

Open: /errand • www.cfaconnect.co.ke

1 Budget sent > **2** Runner buys > **3** Actual cost > **4** Change / top-up

1

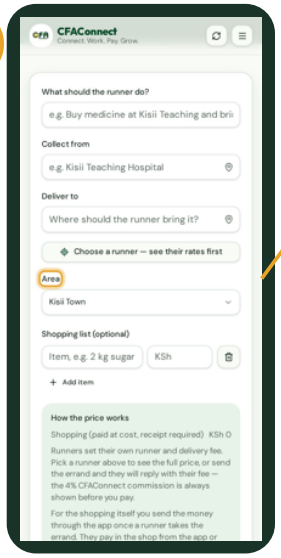


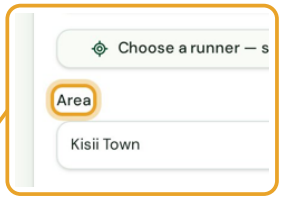


Enlarged: tap or check the outlined part

Open Errand and describe What should the runner do? with Collect from and Deliver to.

2

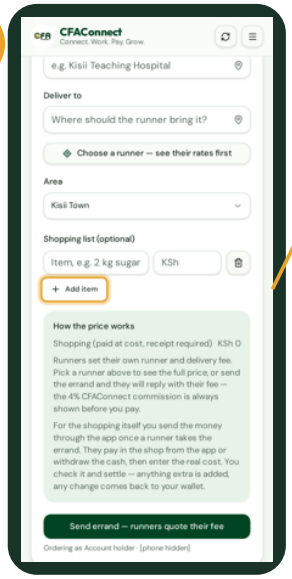


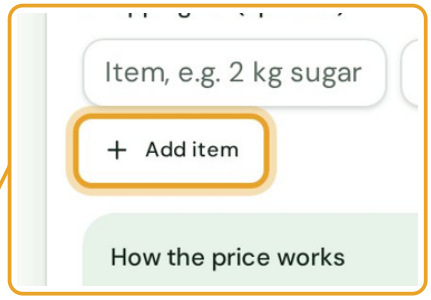


Enlarged: tap or check the outlined part

Choose Area and optionally select a runner to view their rates.

3





Enlarged: tap or check the outlined part

Use Add item for shopping goods and estimated costs. Shopping money is separate from the runner's service fee.

4 Send the errand and review the runner's quotation. Agree to the runner fee through the request window.

Run an errand and settle shopping costs

Open: /errand • www.cfaconnect.co.ke

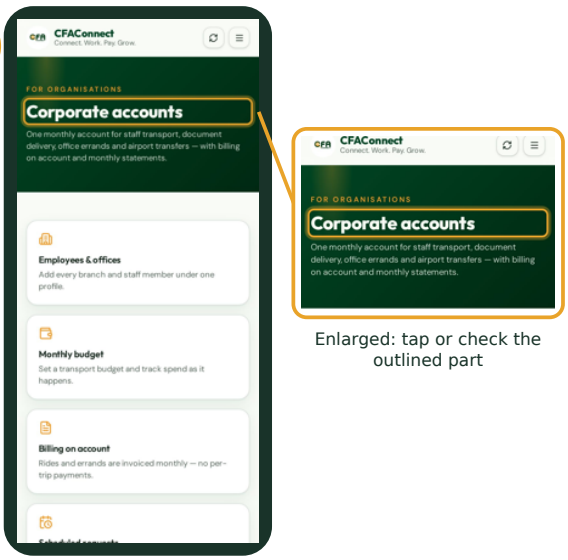
5. Once a runner takes the errand, send the shopping budget using the app’s shopping-money action.
6. The runner buys/collects goods and records the actual cost with receipt information.
7. Review the actual cost. Approve settlement: extra cost needs additional funds; unspent change returns to your wallet.
8. Confirm delivery and settle the runner’s fee after checking the items.

Important: Shopping costs pass through at cost; 4% applies to the runner’s service fee, not to the goods budget. Never approve unexplained costs.

Corporate accounts and regular transport

Open: /corporate • www.cfaconnect.co.ke

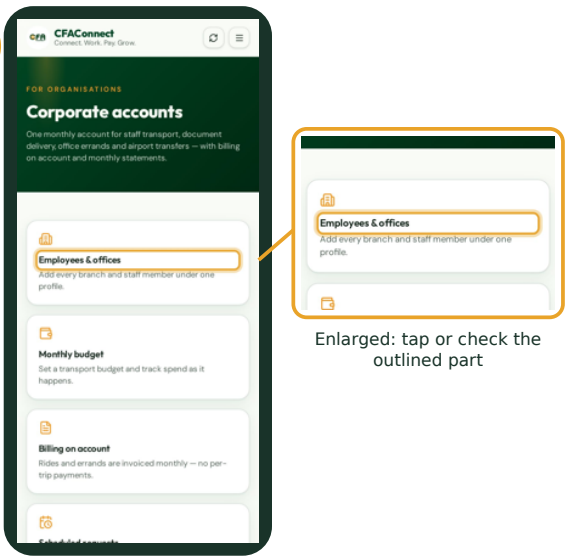
1



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Open Corporate accounts from the relevant transport page.

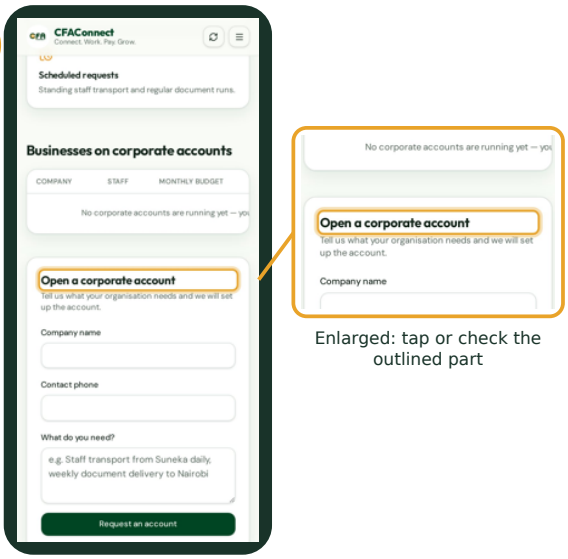
2



Enlarged: tap or check the outlined part

Read the account options for staff transport, deliveries, errands and airport transfers.

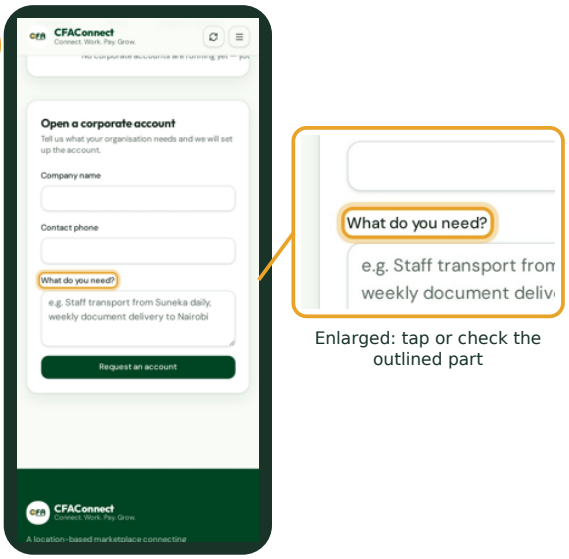
3



Enlarged: tap or check the outlined part

In Open a corporate account, enter Company name and Contact phone.

4



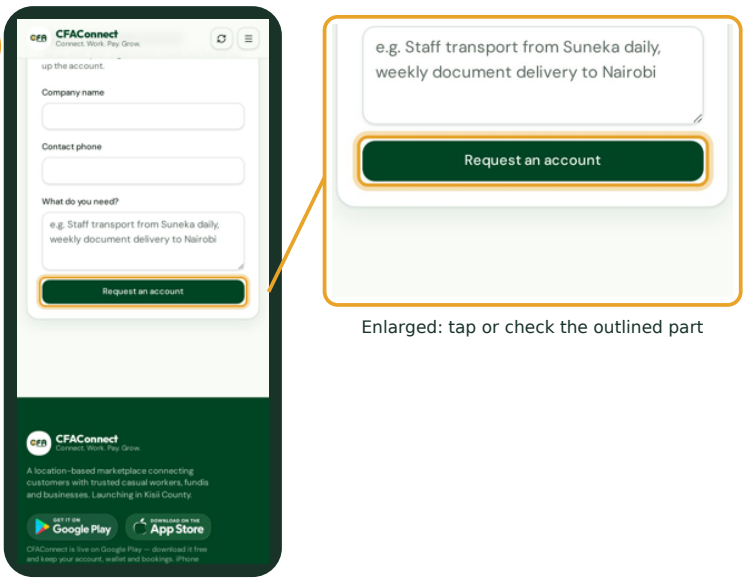
Enlarged: tap or check the outlined part

Describe What do you need? including locations, number of staff and recurring dates.

Corporate accounts and regular transport

Open: /corporate • www.cfaconnect.co.ke

5



Enlarged: tap or check the outlined part

Tap Request an account and keep your contact details available for CFAConnect follow-up.

6 Agree the approved budget, staff/branch access and billing arrangements with CFAConnect before use.

7 Use the normal transport/errand request steps for approved work; shopping still needs an agreed budget and actual-cost check.

8 Review statements and reconcile requests with your organisation’s records.

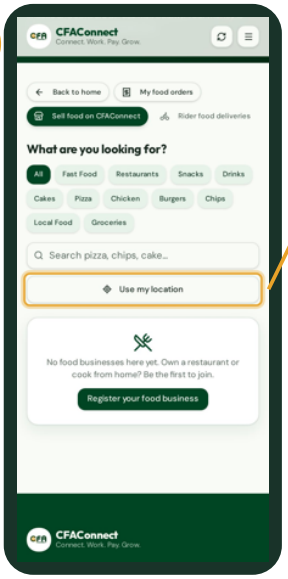
Important: The public corporate page is an enquiry, not instant credit approval. Do not assume invoicing or a credit limit exists until CFAConnect confirms your account terms.

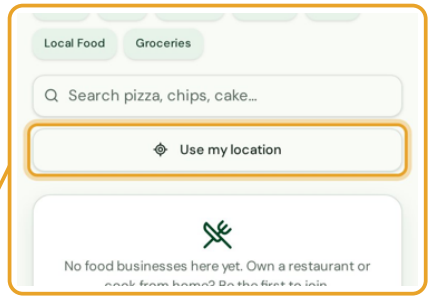
Order meals, cakes, groceries or catering

Open: /food • www.cfaconnect.co.ke

1 Choose kitchen > **2** Cart & address > **3** Pay / hold > **4** Receive & confirm

1





Enlarged: tap or check the outlined part

Open Food. Search by food/business name or choose a food category; Use my location can help find nearby kitchens.

2 Open an available business and review its menu, hours, delivery options and any promotion.

3 Add the required menu items and quantities to the cart. Read item descriptions carefully.

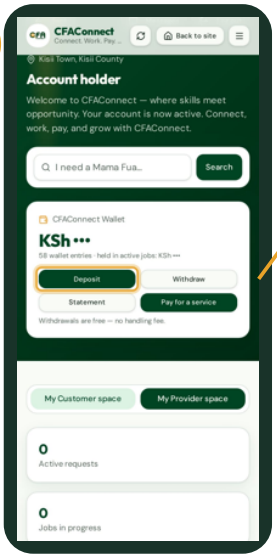
4 Choose pickup or delivery where offered and enter the delivery point and contact details.

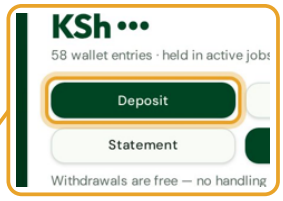
5 Add preparation instructions and check the item total, discounts and delivery fee.

Order meals, cakes, groceries or catering

Open: /food • www.cfaconnect.co.ke

6

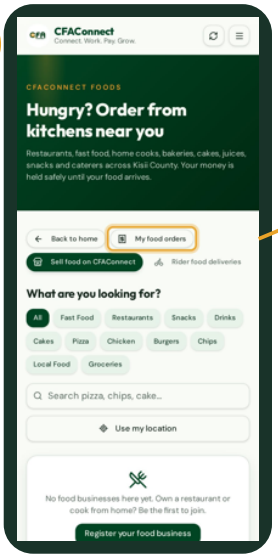


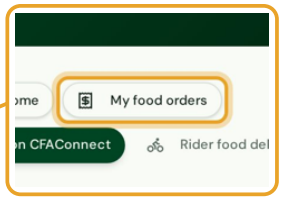


Enlarged: tap or check the outlined part

Submit the order and pay from the wallet. Use Deposit/M-Pesa first if your wallet balance is short.

7

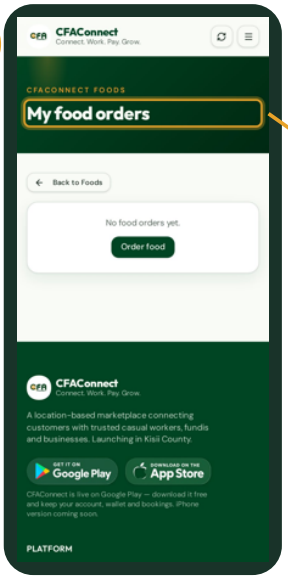


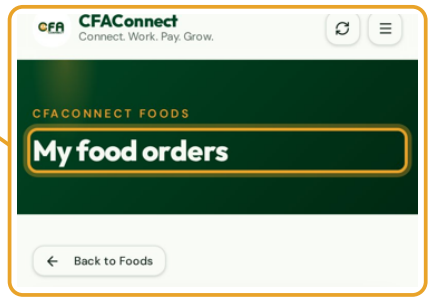


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Open My food orders to follow Accepted, Preparing, Ready, On the way and Delivered.

8





Enlarged: tap or check the outlined part

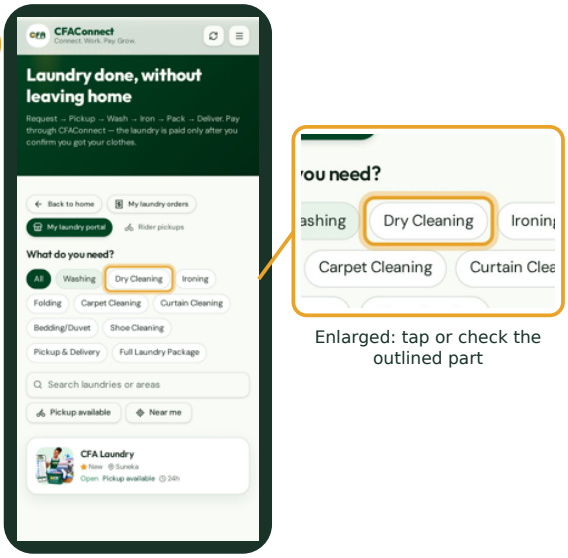
After checking the food, tap I received my food — release payment. Use the order's dispute action if there is a problem.

Important: An empty vendor list means no available approved business matches. Do not place payment to an unlisted kitchen through unrelated contact details.

Book washing, ironing or other laundry services

Open: /laundry • www.cfaconnect.co.ke

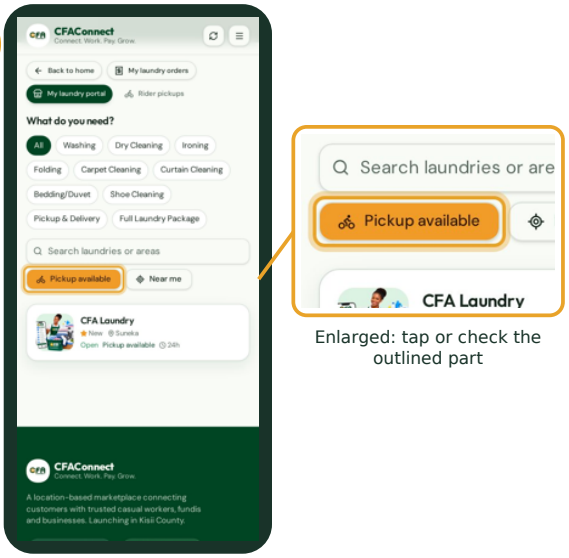
1



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Open Laundry and choose Washing, Dry Cleaning, Ironing, carpets, bedding, shoes or another available category.

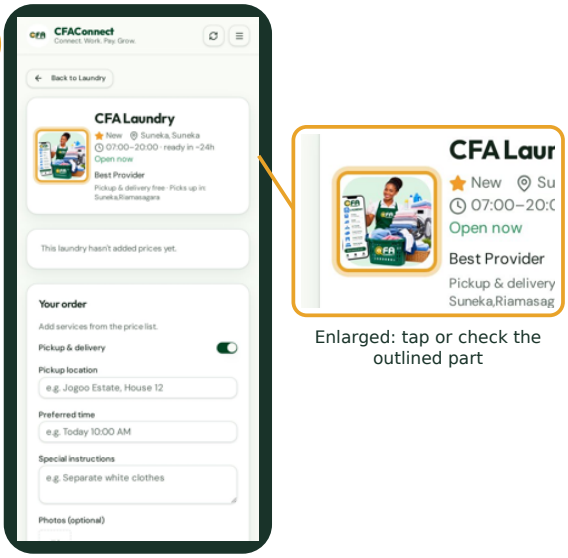
2



Enlarged: tap or check the outlined part

Use Pickup available or Near me where useful, then open an available laundry.

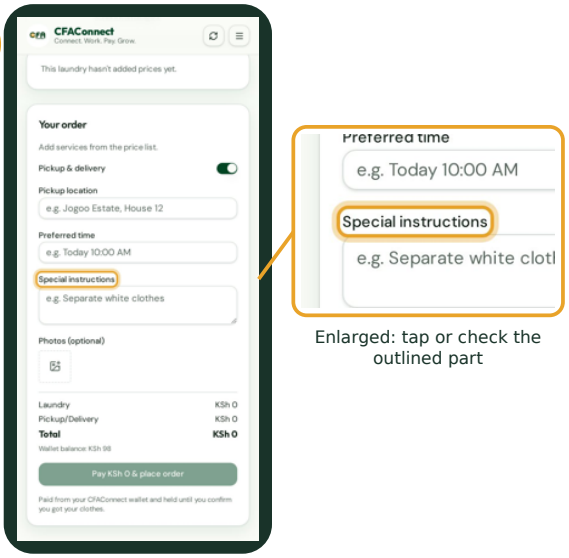
3



Enlarged: tap or check the outlined part

Review its price list, charging units, turnaround and pickup/return options.

4



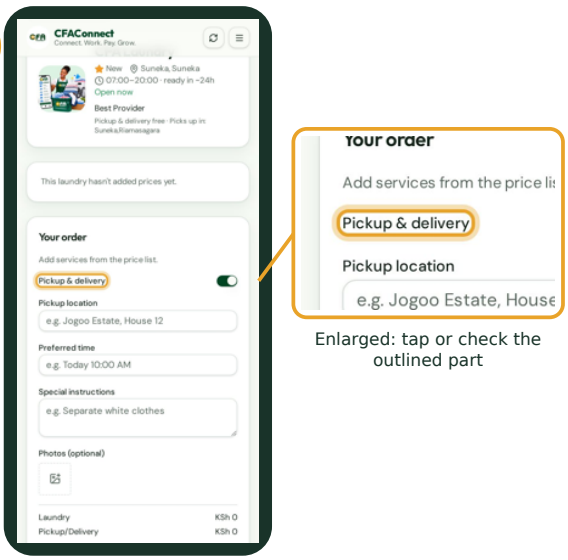
Enlarged: tap or check the outlined part

Select services and quantities. Describe special care, item counts and stains in the instructions.

Book washing, ironing or other laundry services

Open: /laundry • www.cfaconnect.co.ke

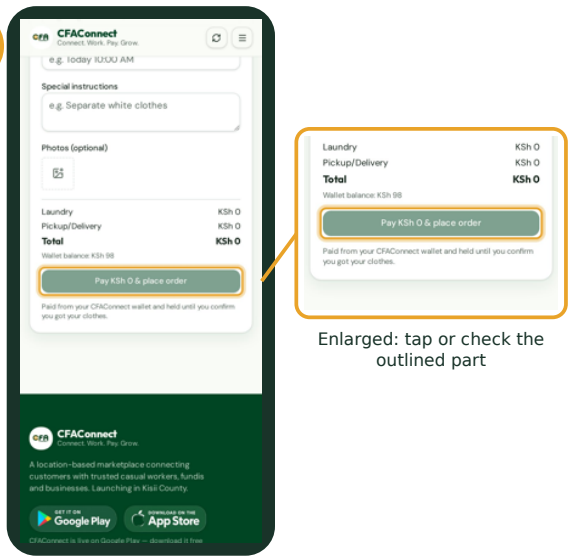
5



Enlarged: tap or check the outlined part

Choose pickup or drop-off and the requested return option; enter address and contact details.

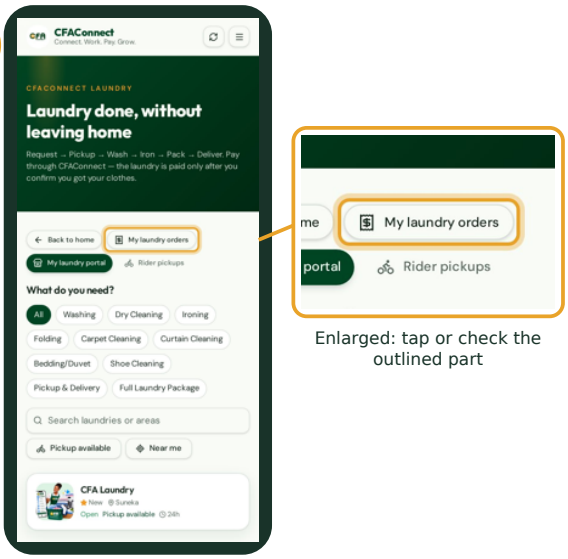
6



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Review service and transport totals, then place the order and fund the wallet payment.

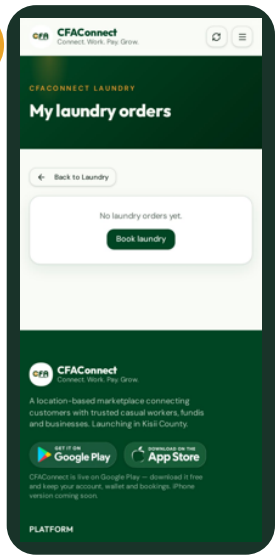
7



Enlarged: tap or check the outlined part

Open My laundry orders. Keep the pickup PIN private until the assigned collector is at your door.

8



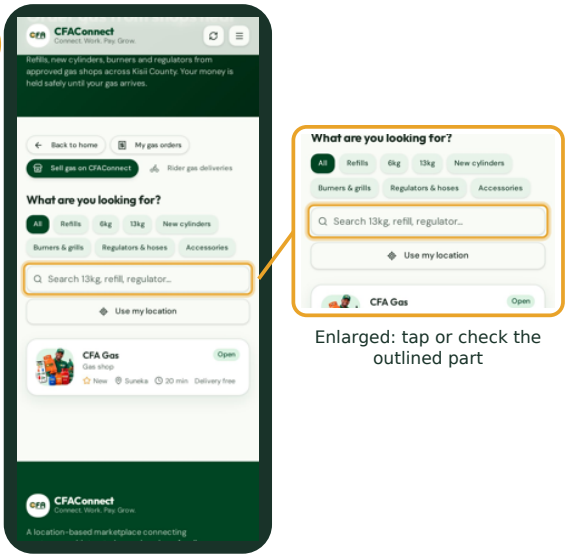
Check returned clothes and tap I received my clothes — release payment. Report missing or damaged items through the order dispute action.

Important: The pickup PIN confirms collection, not final delivery or payment release. Compare the item count before handing over and after return.

Order a gas refill, cylinder or accessory

Open: /gas • www.cfaconnect.co.ke

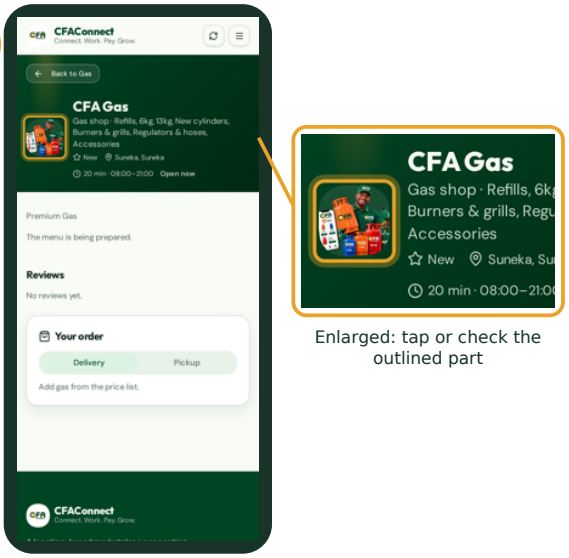
1



Enlarged: tap or check the outlined part

Open Gas and search/filter for the required brand, cylinder size or accessory.

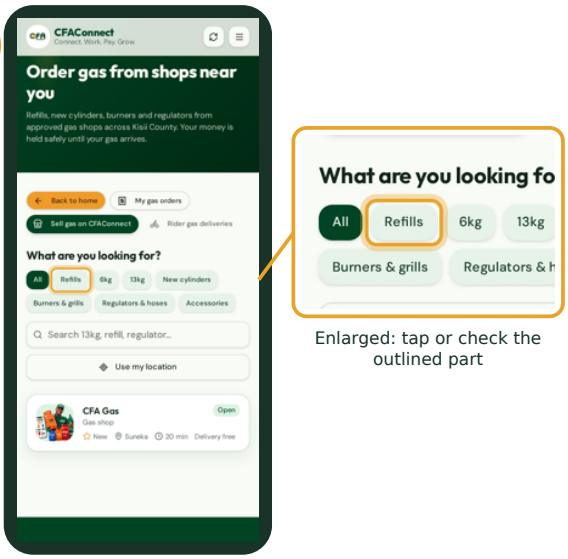
2



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Open an available gas shop and check its product description and delivery options.

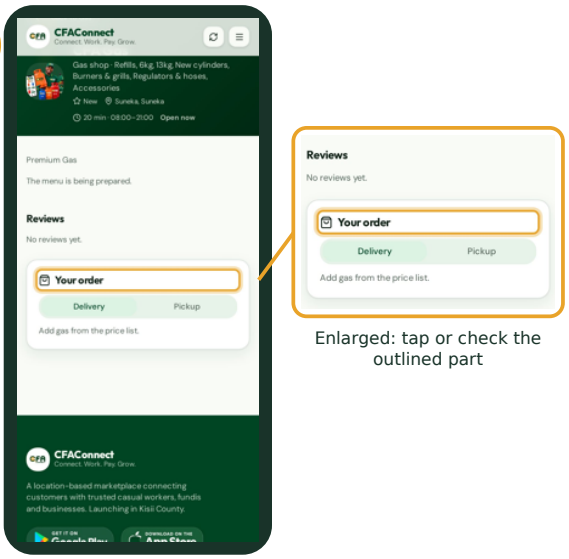
3



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Choose refill, complete cylinder or accessory carefully; confirm the correct size and brand.

4



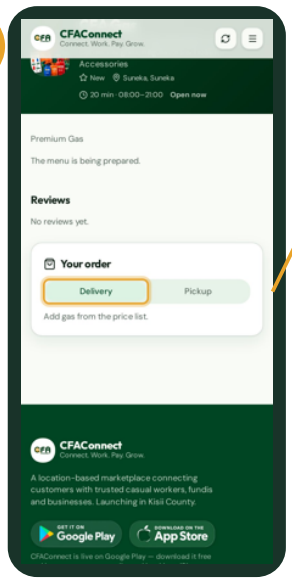
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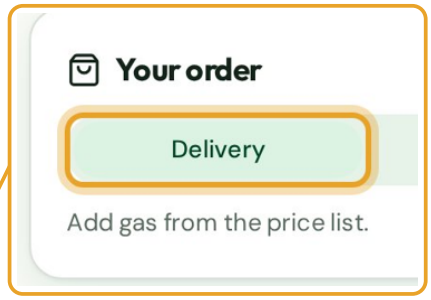
Add quantities to the cart and select pickup or delivery.

Order a gas refill, cylinder or accessory

Open: /gas • www.cfaconnect.co.ke

5



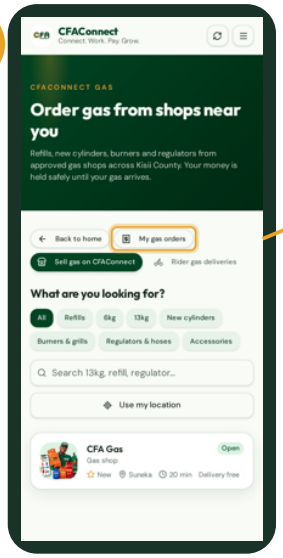


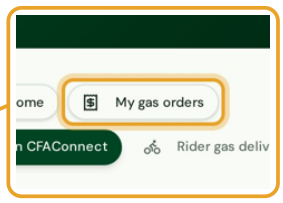
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Enter the delivery location and contact, and describe an exchange cylinder if the order requires one.

6 Check product and delivery totals, then place the order using your funded wallet.

7

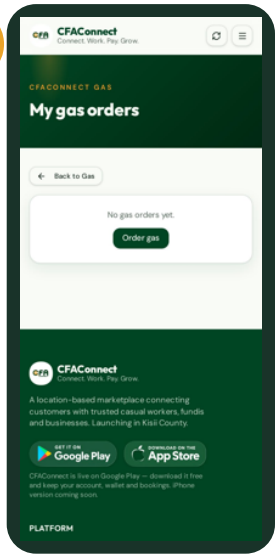




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Follow My gas orders until the shop/rider records delivery.

8



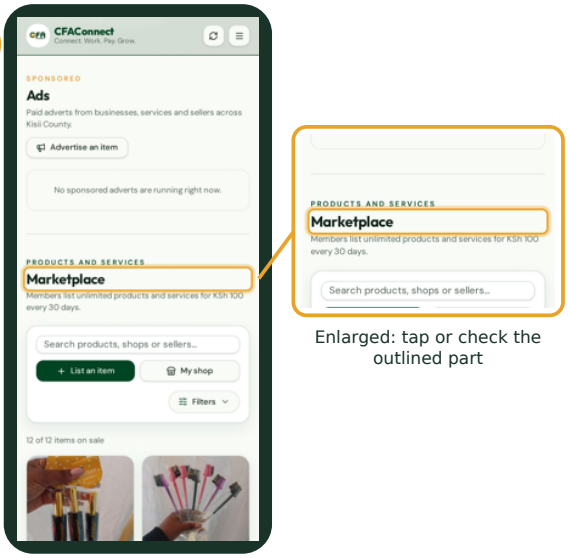
Inspect the delivered product safely, then tap I received my gas — release payment. Use the dispute option for an incorrect or missing order.

Important: Only use authorised, safe gas services. If you suspect a leak, do not ignite anything or confirm an unsafe installation; seek qualified help immediately.

Browse goods, contact a seller and view photos

Open: /marketplace • www.cfaconnect.co.ke

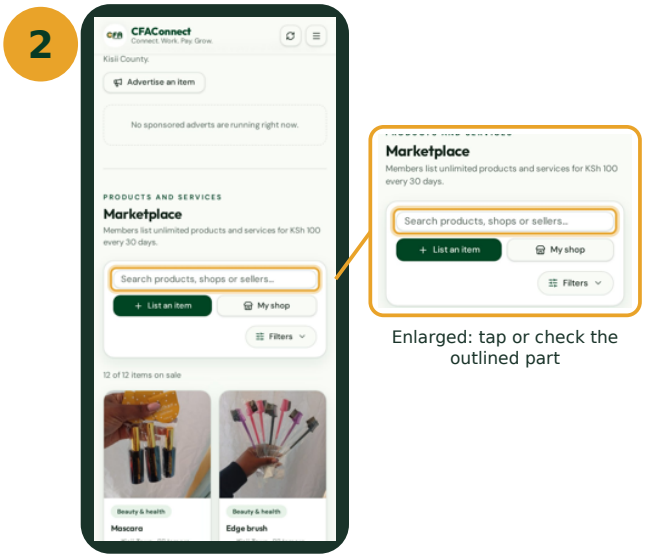
1



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Open Marketplace. Sponsored Ads appear separately above ordinary listings.

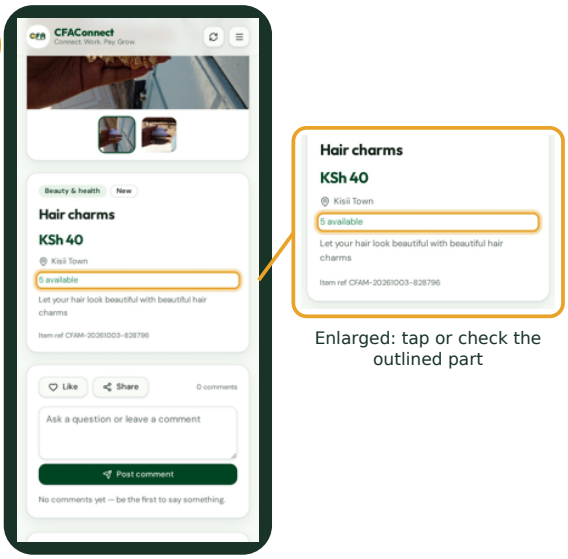
2



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Search by name or filter category, location and listing type.

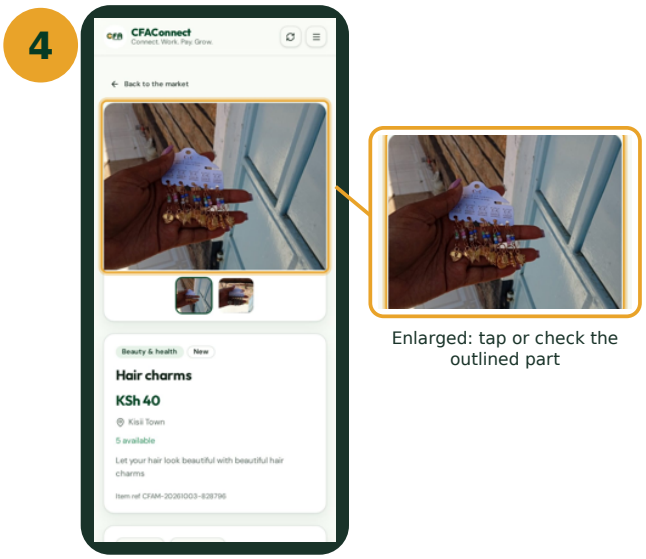
3



Enlarged: tap or check the outlined part

Open the item to read price, condition, stock, description, pickup point and delivery notes.

4



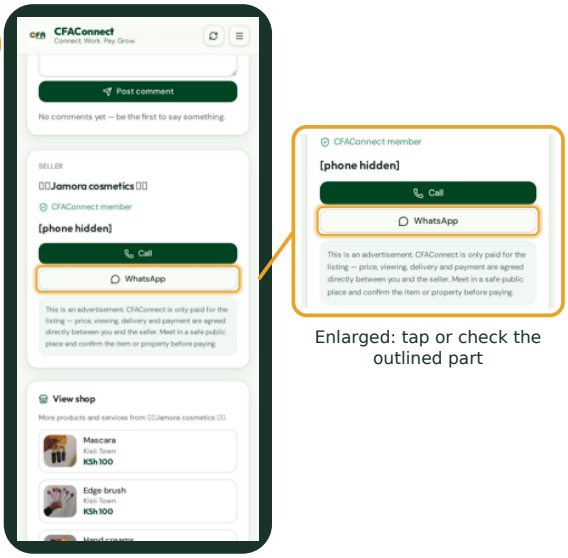
Enlarged: tap or check the outlined part

Tap a photo to enlarge it. Use the close button to return; swipe/scroll the thumbnail strip for more images.

Browse goods, contact a seller and view photos

Open: /marketplace • www.cfaconnect.co.ke

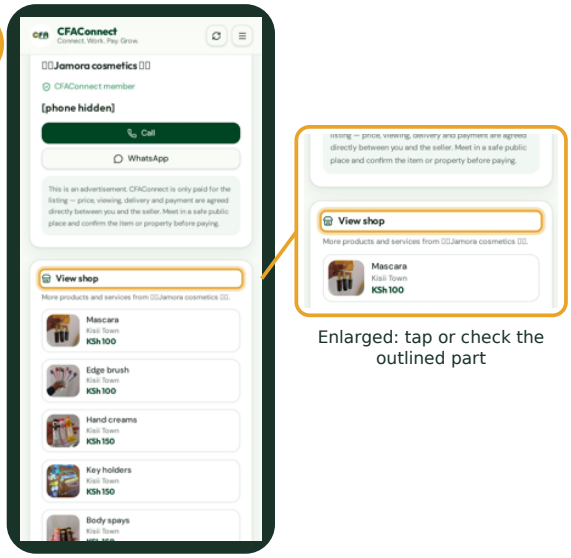
5



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Use the seller contact or chat action to confirm availability, collection and agreed terms.

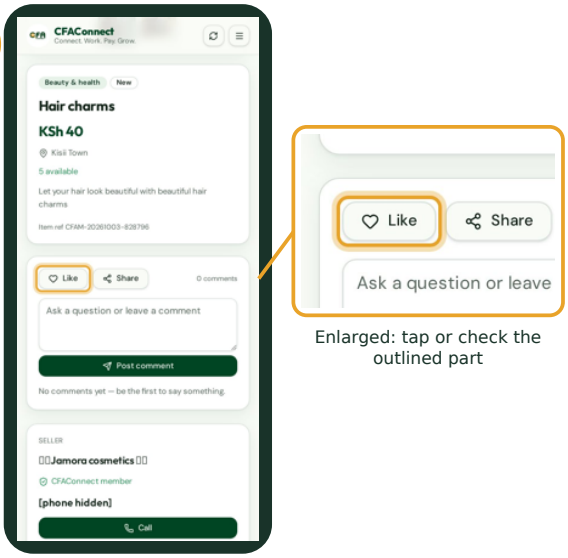
6



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View the seller's shop for their other products and services.

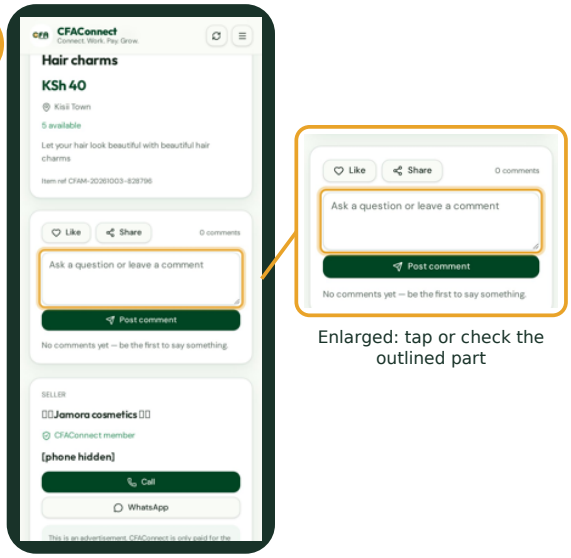
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Sign in to like, comment, reply or share the listing. Do not post private contact or identity data in a comment.

8



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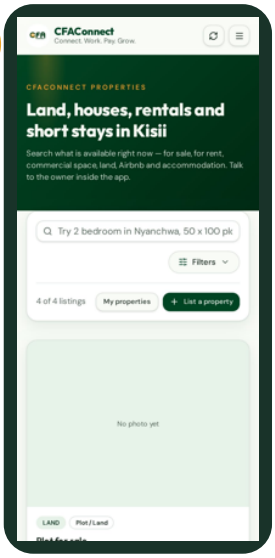
Keep an agreed purchase record and check the item before acceptance. Use an on-platform payment only when that transaction offers one.

Important: A Marketplace listing is not automatically an escrow checkout. Do not assume ordinary seller-contact deals have the same protection as a held service booking.

Search properties and contact an owner

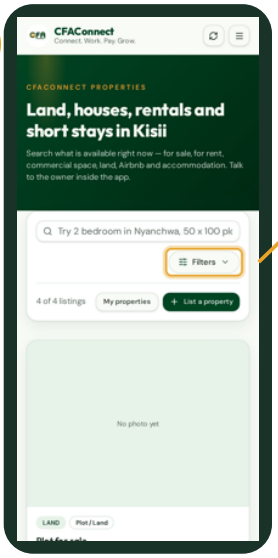
Open: /properties • www.cfaconnect.co.ke

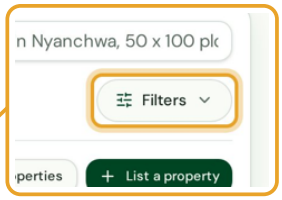
1



Open Property / Properties and choose rental, sale or stay options available.

2

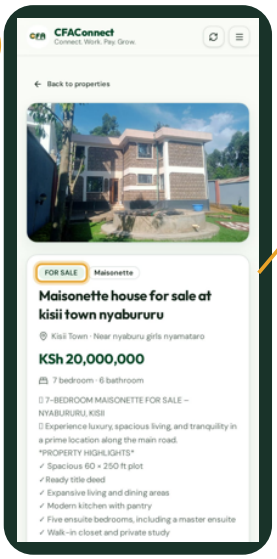


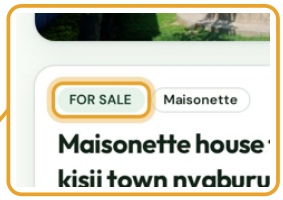


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Filter area, property type, bedrooms and other criteria shown.

3

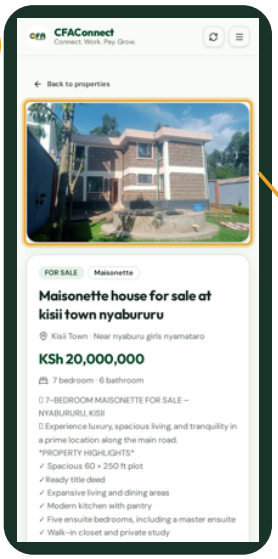




Enlarged: tap or check the outlined part

Open a property to read its location, amenities, price unit and description.

4





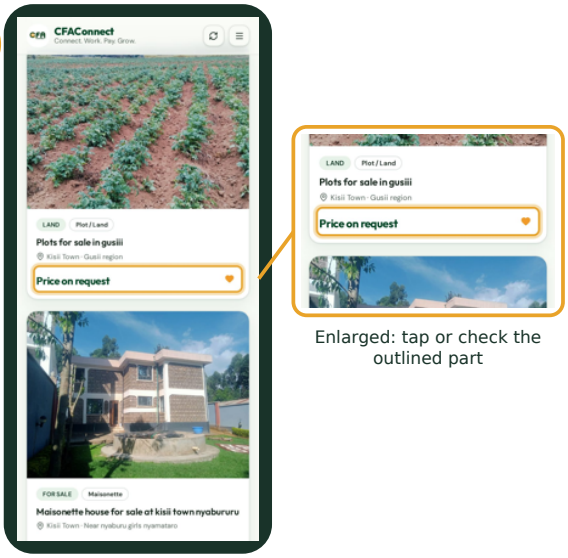
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Tap photos for a larger view and scroll the thumbnail strip for the remaining images.

Search properties and contact an owner

Open: /properties • www.cfaconnect.co.ke

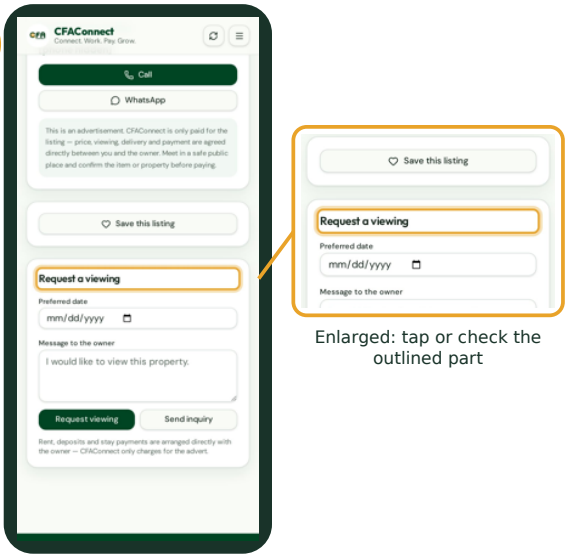
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Where the listing says Price on request, ask the owner for the amount; it is not free or KSh 0.

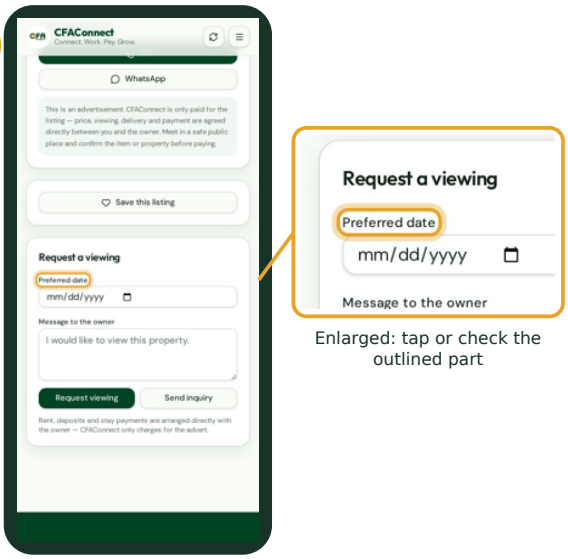
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Contact/message the owner to confirm availability and arrange a viewing.

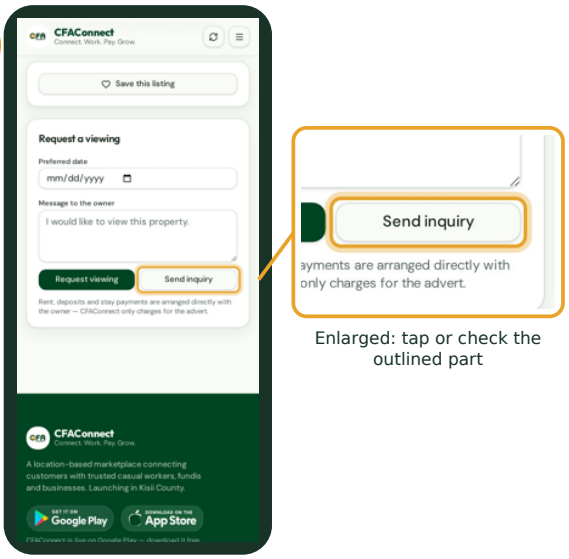
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Inspect the property and verify ownership/authority before agreeing a rent or purchase.

8



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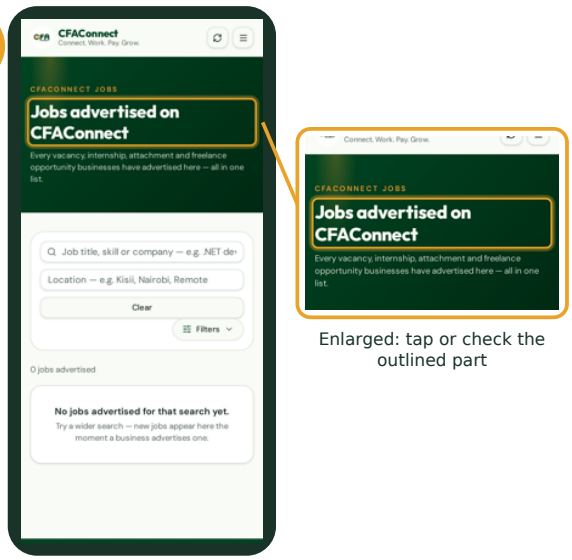
Agree payment, lease and viewing terms directly with the owner and retain proper documents.

Important: Properties use a listing plan, not CFAConnect property-deal commission. Do not assume rent or purchase money is automatically held in CFAConnect escrow.

Find an opportunity and apply with a CV

Open: /jobs • www.cfaconnect.co.ke

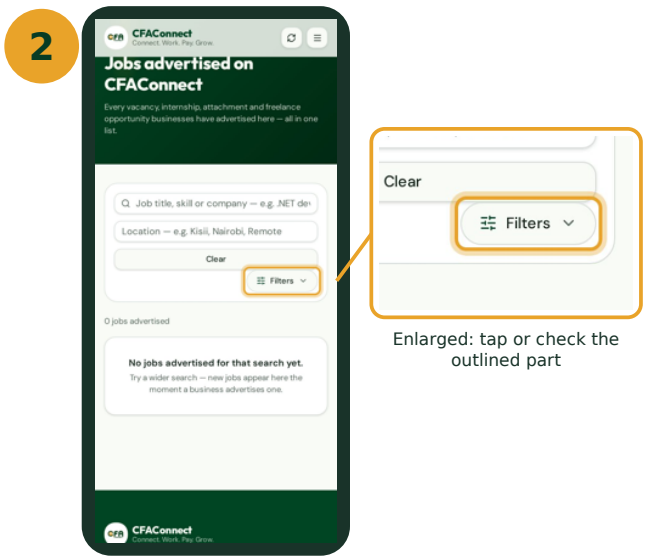
1



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Open Jobs and search by title, skill, company or location.

2



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Use filters for employment type, work mode, industry, salary or opportunity kind.

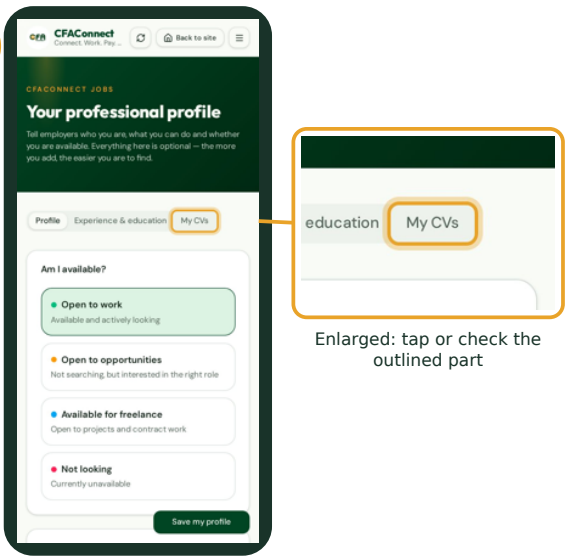
3 Open the vacancy and read requirements, closing date and employer details.

4 For internships, graduate programmes or scholarships, check the opportunity-specific eligibility and terms.

Find an opportunity and apply with a CV

Open: /jobs • www.cfaconnect.co.ke

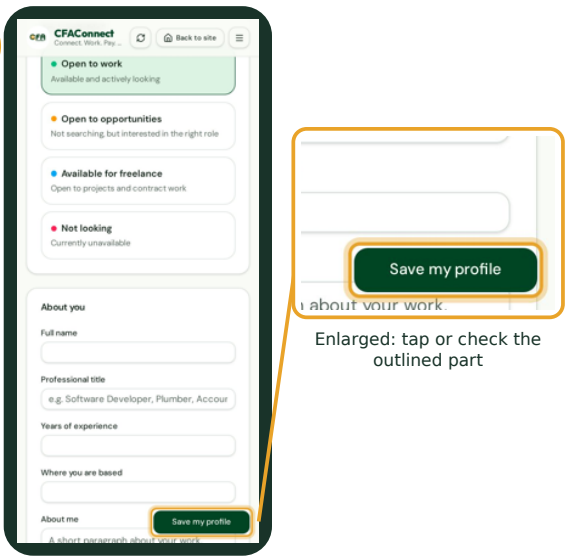
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Open your professional profile and prepare the CV version that fits the role.

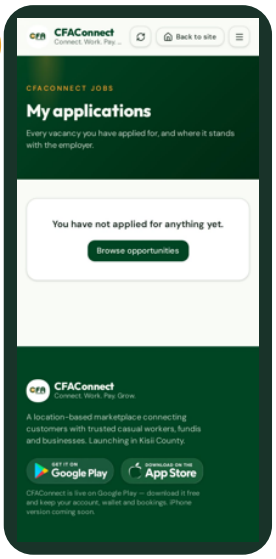
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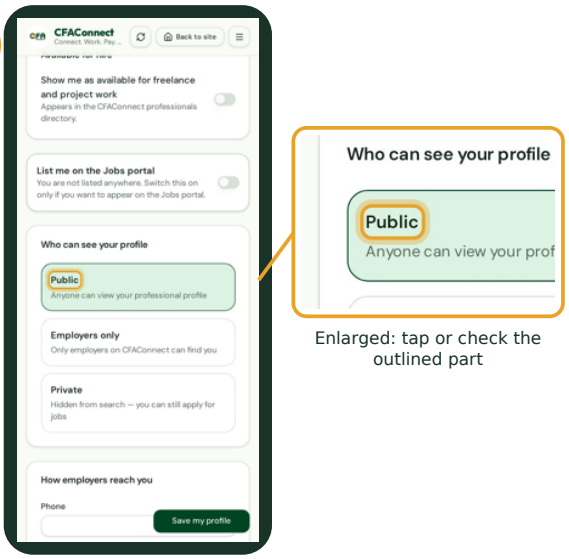
Tap Apply, choose your CV and enter the requested application/cover information.

7



Submit once, then open My applications to review the status and employer updates.

8



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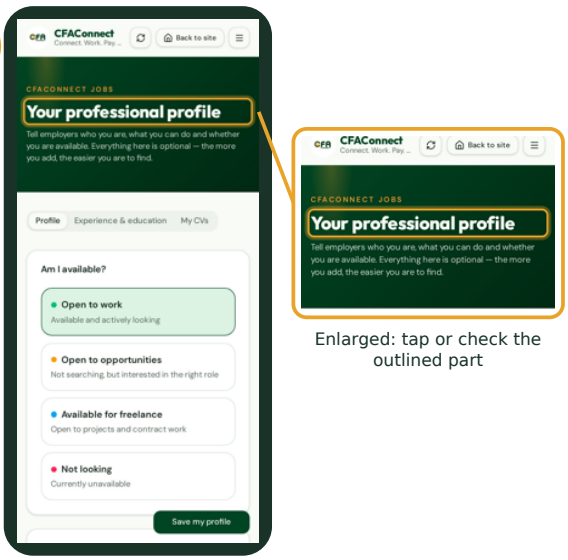
Keep your contact preferences current and reply to legitimate employer messages without paying for a job guarantee.

Important: Strong Profile Match is guidance based on profile information, never a job offer, guarantee or certification of competence.

Build a professional profile and choose who sees it

Open: /jobs/profile • www.cfaconnect.co.ke

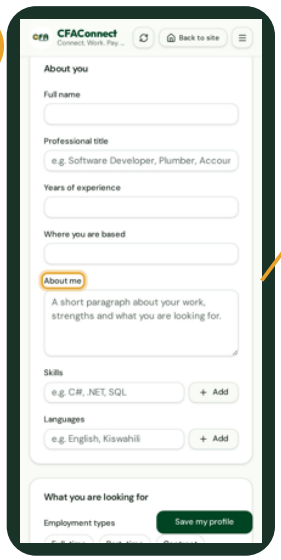
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Open Your professional profile and choose Open to work, Open to opportunities, Available for freelance or Not looking.

2

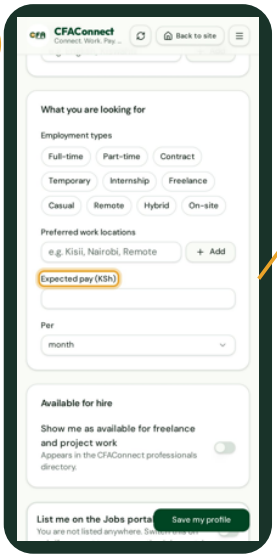


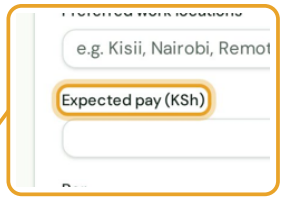


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Enter your full name, professional title, experience, base location and About me.

3

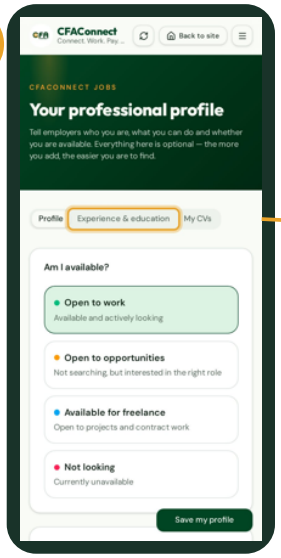


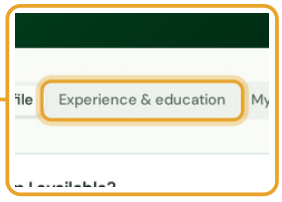


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Use Add for skills, languages and preferred locations. Set desired work types and expected pay if appropriate.

4





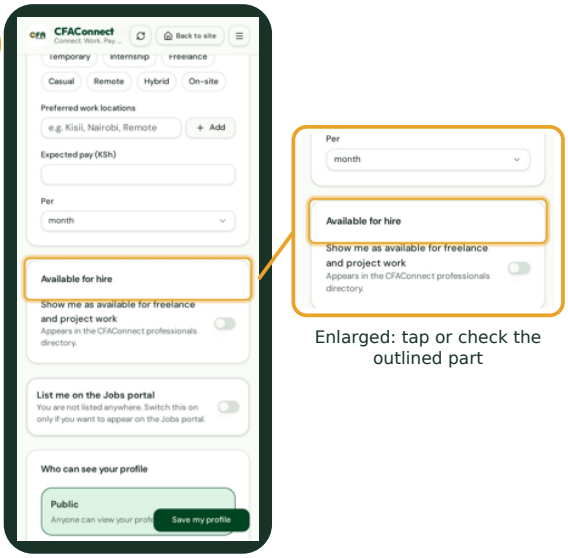
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Use Experience & education to add truthful employment, education and other professional details.

Build a professional profile and choose who sees it

Open: /jobs/profile • www.cfaconnect.co.ke

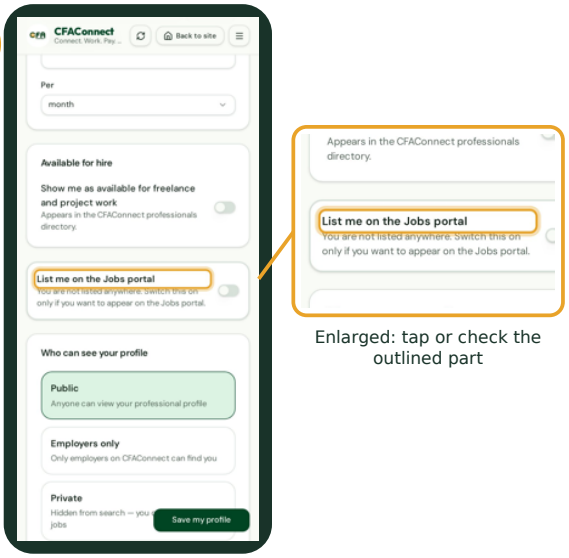
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Choose Available for hire only if you want freelance/project enquiries.

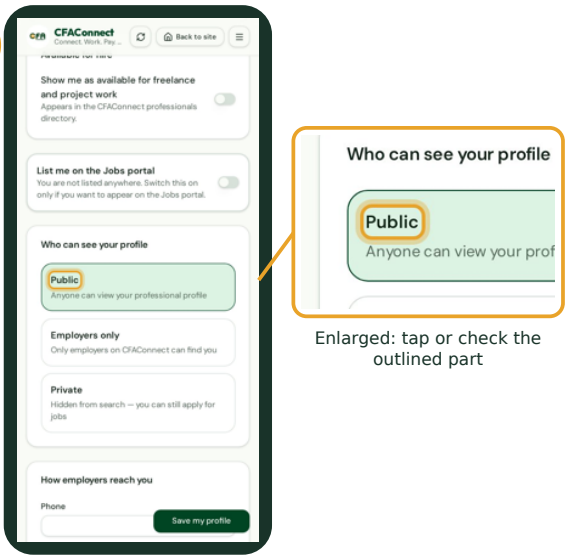
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Turn on List me on the Jobs portal only when you want discoverability.

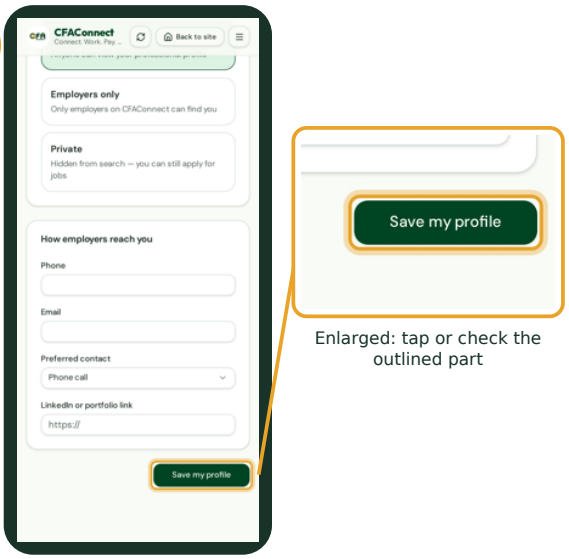
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Choose Public, Employers only or Private visibility and set permitted contact channels.

8



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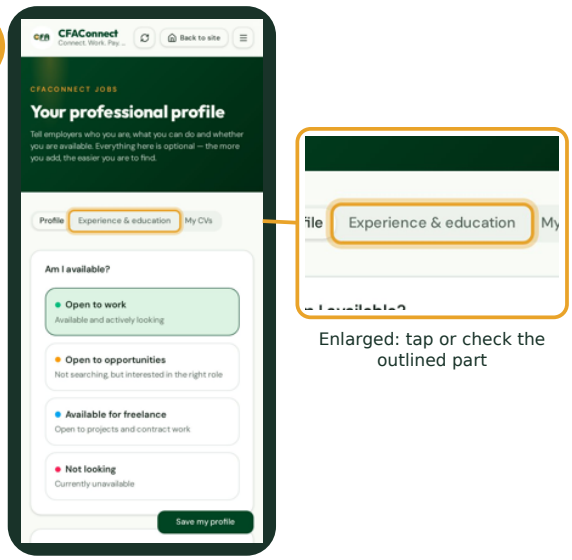
Tap Save my profile and check your choices. A private profile can still be used to apply for jobs.

Important: Public means anyone can view it. Do not include ID numbers, bank details or confidential employer information in public profile fields.

Create CV versions and download branded PDFs

Open: /jobs/profile • www.cfaconnect.co.ke

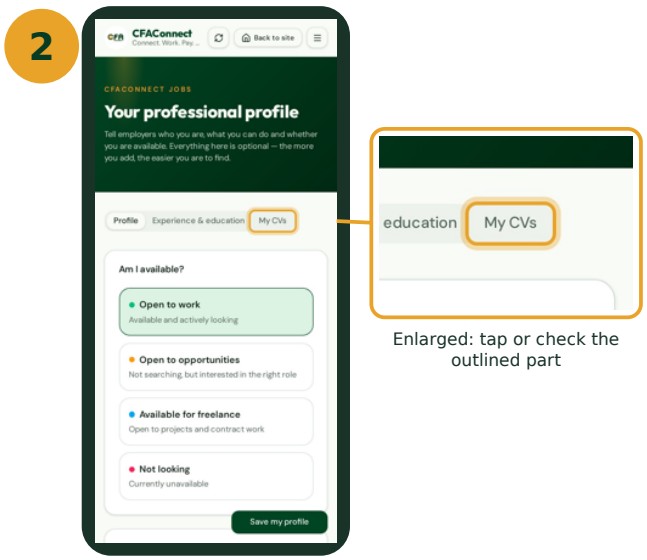
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Complete the Profile and Experience & education sections first.

2



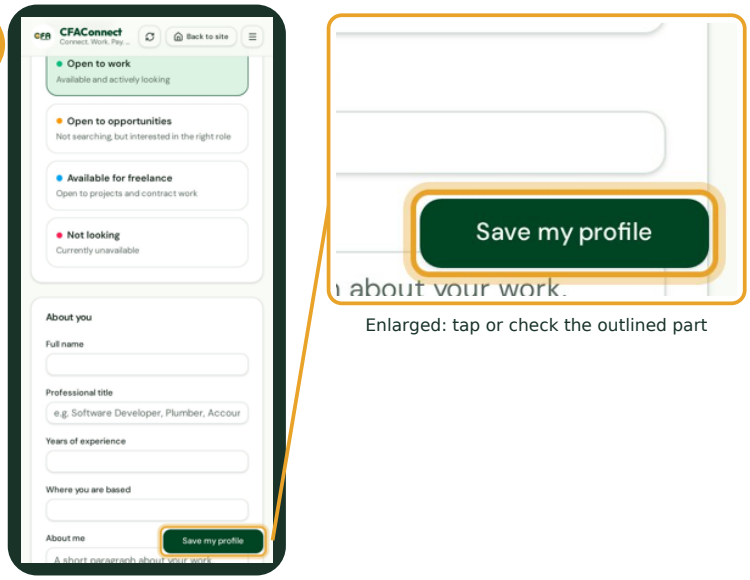
Enlarged: tap or check the outlined part

Open My CVs and create a new CV version.

3 Give the version a useful name, such as the role or industry you are applying for.

4 Choose/edit the profile content relevant to that version and check chronology and dates.

5



Enlarged: tap or check the outlined part

Save the CV and use the PDF download action.

6 Open the downloaded PDF and inspect every page for typos and missing details.

Create CV versions and download branded PDFs

Open: /jobs/profile • www.cfaconnect.co.ke

7. Create another version for a different role rather than overwriting the only suitable CV.

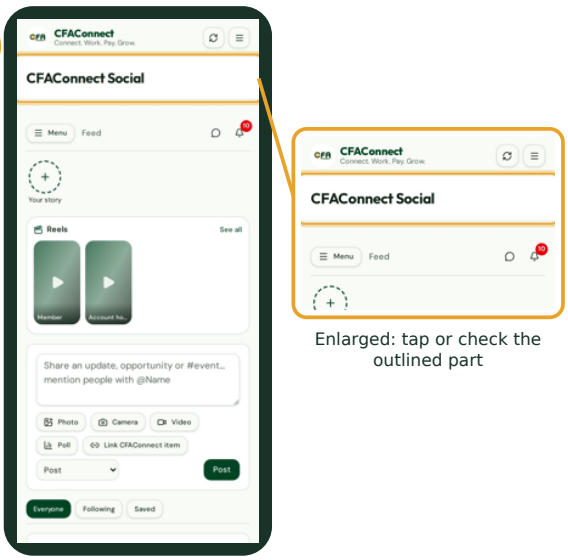
8. When applying, select the correct CV version and avoid including unnecessary personal identifiers.

Important: A professional or Social verification badge is not proof of every qualification in a CV. Employers must still check claims.

Use the feed, profile, follows and notifications

Open: /social • www.cfaconnect.co.ke

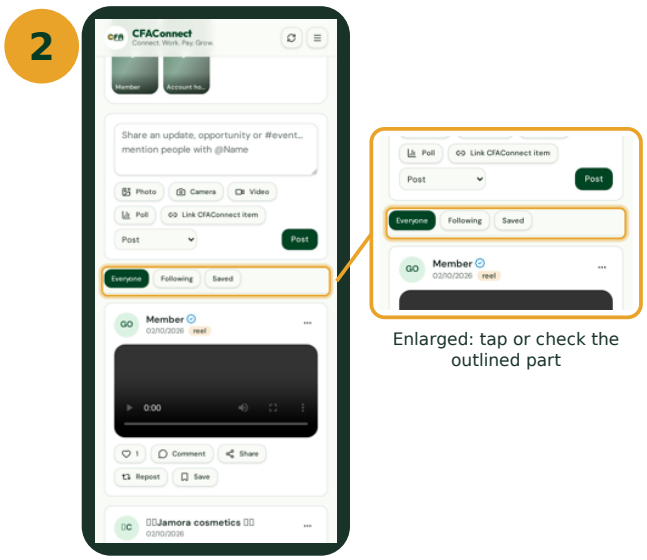
1



Enlarged: tap or check the outlined part

Open CFAConnect Social. On a phone, use Menu for all Social sections.

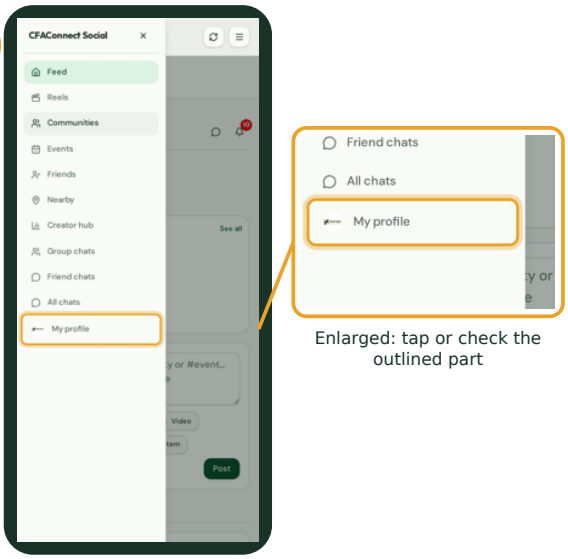
2



Enlarged: tap or check the outlined part

Choose Everyone, Following or Saved to change the feed.

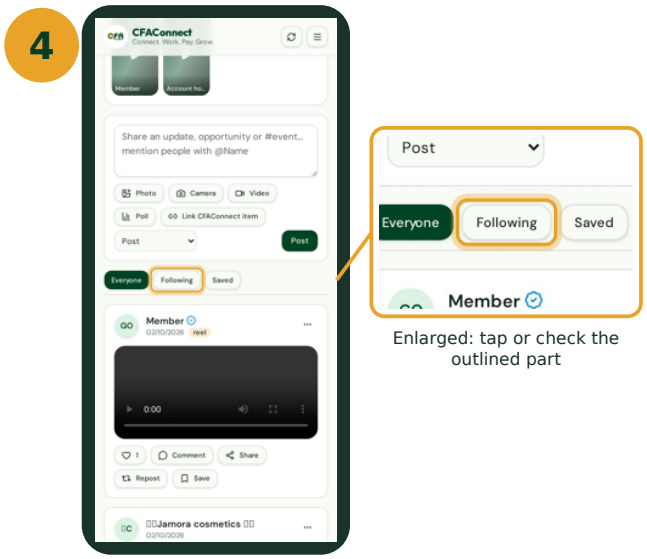
3



Enlarged: tap or check the outlined part

Open My profile to view your posts and update the profile/cover-photo options.

4



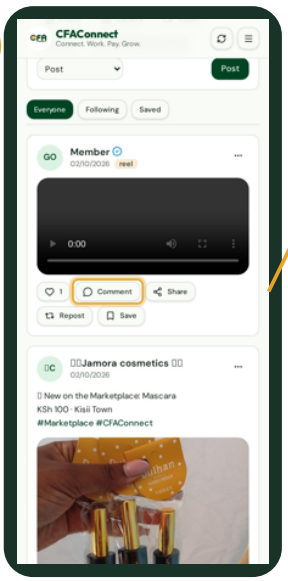
Enlarged: tap or check the outlined part

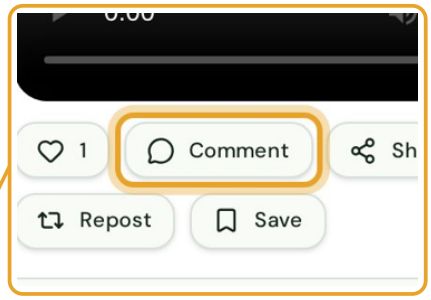
Search people and tap Follow for accounts you want in Following.

Use the feed, profile, follows and notifications

Open: /social • www.cfaconnect.co.ke

5





Enlarged: tap or check the outlined part

Use Like, Comment, Reply, Repost, Save or Share on a post as available.

6 Use Read more for long posts and Show less when finished.

7 Open the notifications bell to review activity and the message icon/counter to read unread chats.

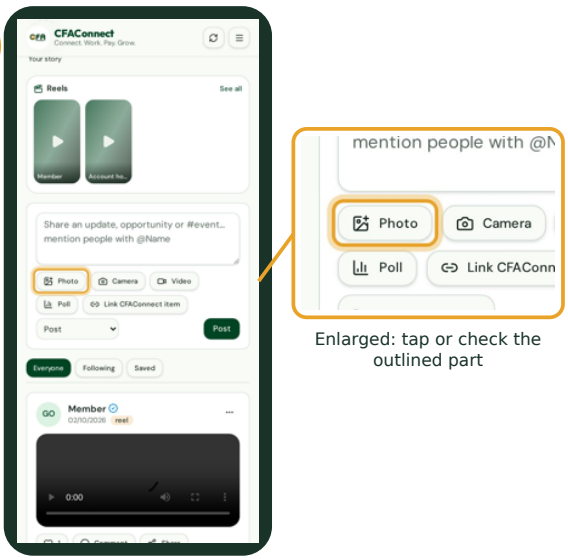
8 Report harmful content through the report option; do not publish private information as evidence in the feed.

Important: Background app notifications depend on the native app's notification integration and phone permission. An SMS or in-app counter does not guarantee a closed-app push alert.

Post photos, video, polls and links; edit or hide

Open: /social • www.cfaconnect.co.ke

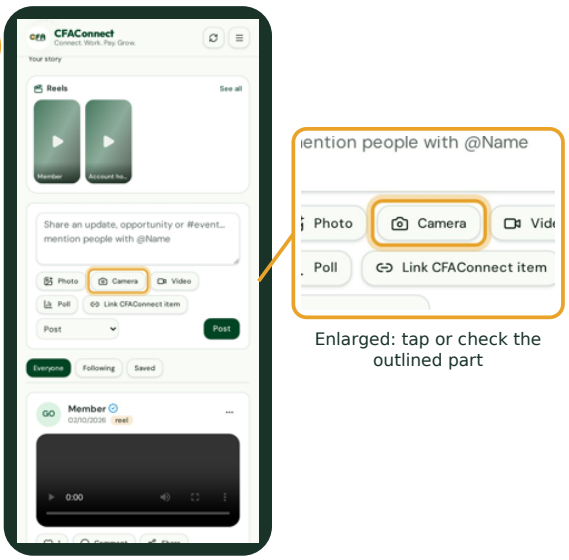
1



Enlarged: tap or check the outlined part

In the composer, write an update and use #hashtags or @mentions where appropriate.

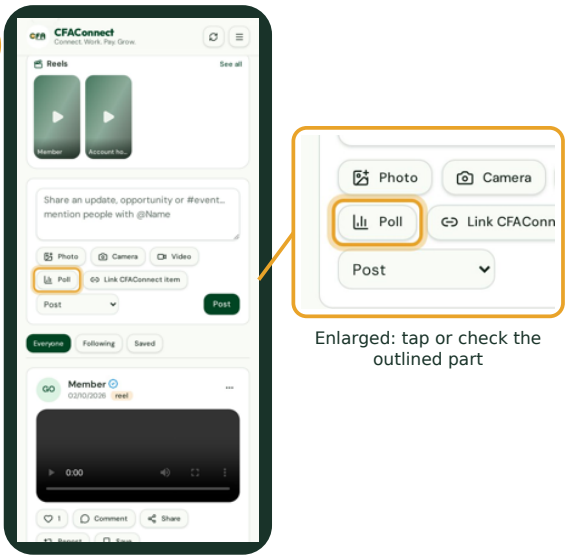
2



Enlarged: tap or check the outlined part

Choose Photo, Camera or Video to attach media. Check the preview before posting.

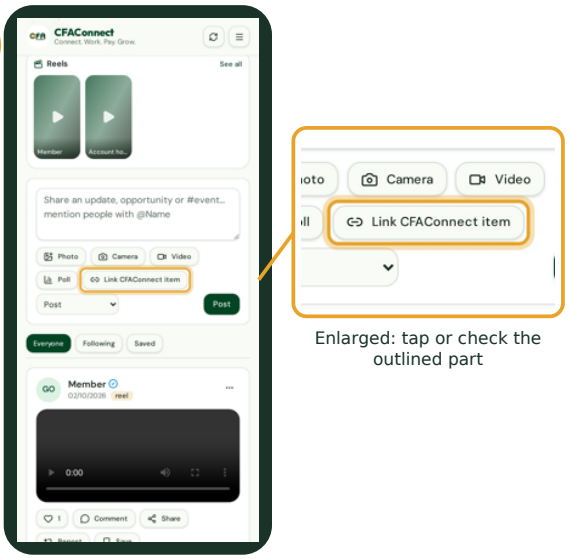
3



Enlarged: tap or check the outlined part

Choose Poll to enter a question/options when you want a vote rather than a normal update.

4



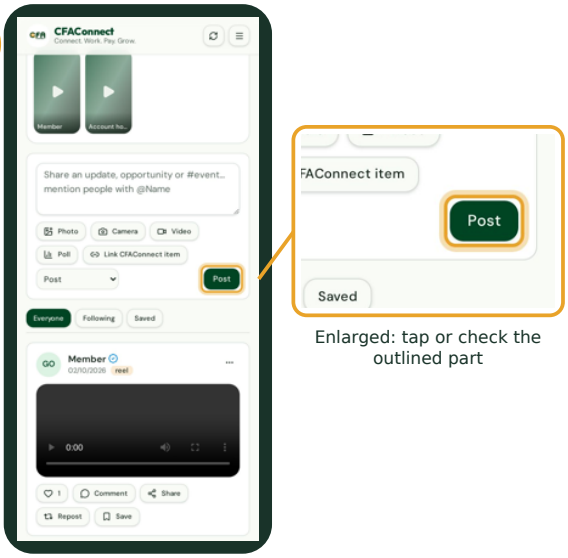
Enlarged: tap or check the outlined part

Use Link CFAConnect item to attach an existing Marketplace, Property or other supported item.

Post photos, video, polls and links; edit or hide

Open: /social • www.cfaconnect.co.ke

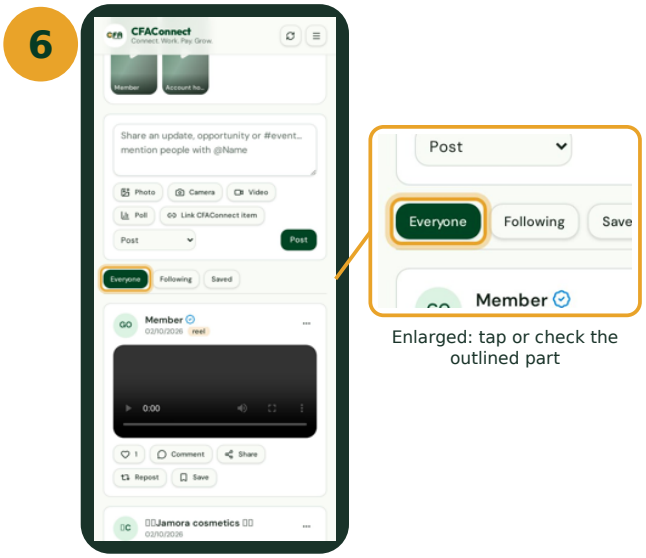
5



Enlarged: tap or check the outlined part

Choose the available post type/audience controls, then tap Post.

6



Enlarged: tap or check the outlined part

Check that the saved post appears in your feed/profile with the intended media.

7 For your own post, use its three-dot menu to Edit or Hide/Show.

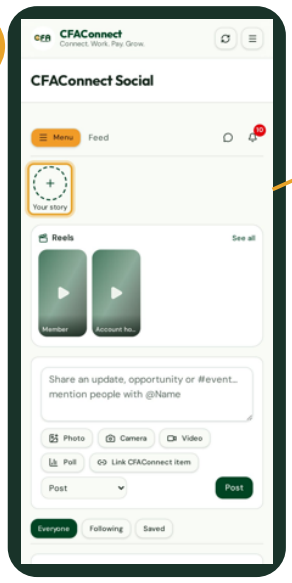
8 Use Delete for permanent removal where offered. Only the author can hide or delete their Social post.

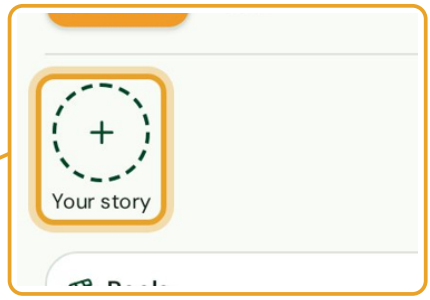
Important: Mentions can be written, but do not assume every mention generates a notification. Listing-linked posts should direct viewers to the actual listing for current availability.

Create stories and reply to a status

Open: /social • www.cfaconnect.co.ke

1



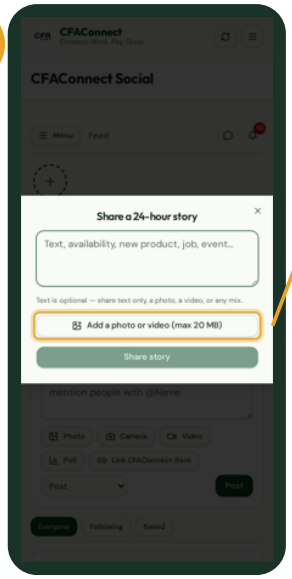


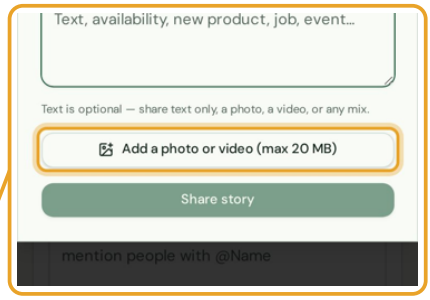
Enlarged: tap or check the outlined part

Tap Your story / the plus circle at the start of the story row.

2 Enter text if desired. A caption is optional.

3





Enlarged: tap or check the outlined part

Attach a photo or video if desired: text-only, photo-only, video-only or combinations are allowed.

4 Ensure at least one of text, photo or video is present, then share the story.

5 Your stories stay grouped under one circle and your own circle appears first.

6 Tap a person’s story circle to view their actual media; move through their grouped stories.

7 Use Read more for a long caption. Add a story comment or private reply using the viewer’s available actions.

Create stories and reply to a status

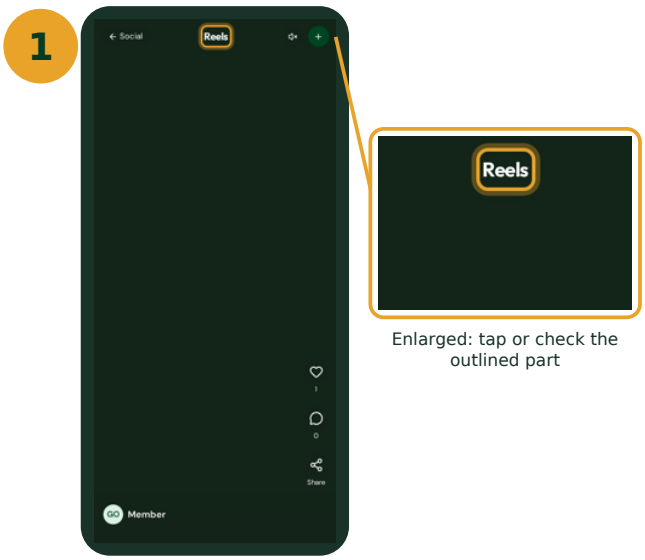
Open: /social • www.cfaconnect.co.ke

8 Use Your story again to add another status without creating duplicate author circles.

Important: Stories are 24-hour statuses. Do not rely on them for permanent receipts or records. Keep sensitive addresses and documents out of public stories.

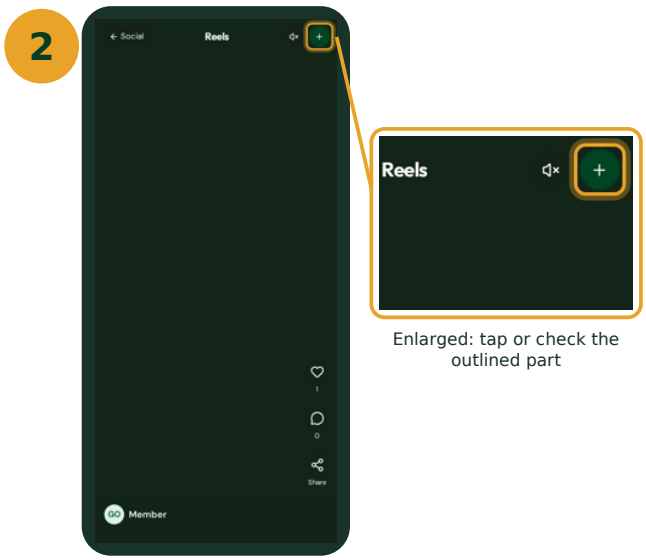
Upload and watch photo or video Reels

Open: /social/reels • www.cfaconnect.co.ke



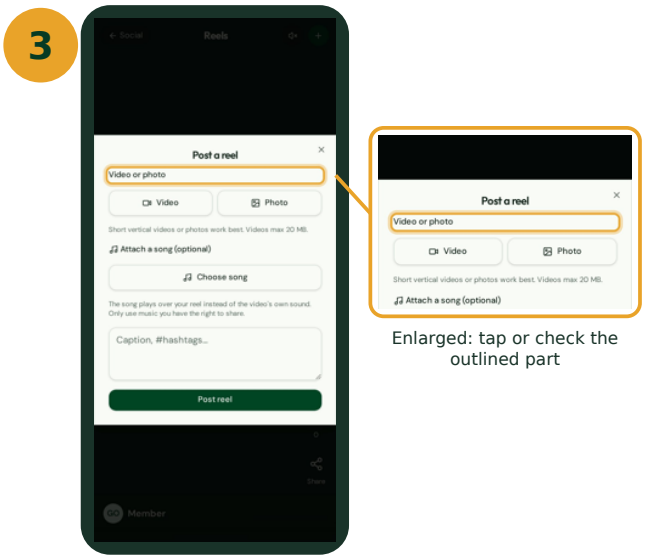
Enlarged: tap or check the outlined part

Open Reels from Social Menu or See all under the small Reel tiles below Stories.



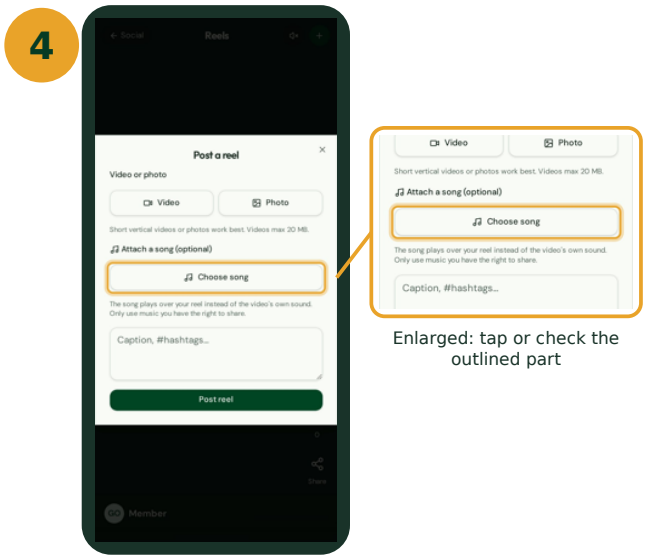
Enlarged: tap or check the outlined part

Choose the add/upload action to open the reel form.



Enlarged: tap or check the outlined part

Use Video for a video file or Photo for a photo reel. The picker buttons are separate.



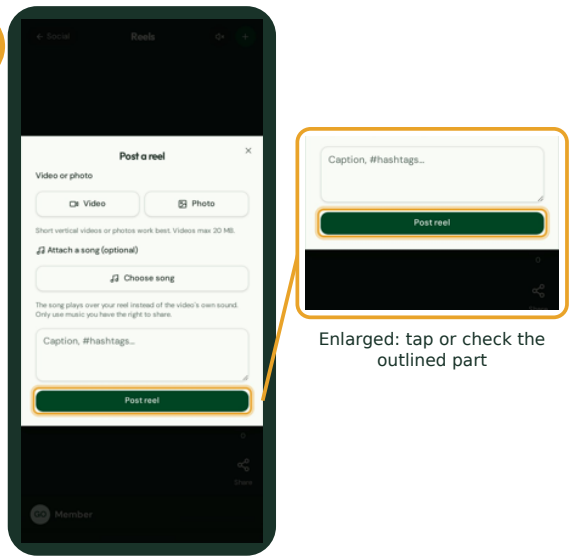
Enlarged: tap or check the outlined part

Use Choose song to attach your own audio file if desired and permitted.

Upload and watch photo or video Reels

Open: /social/reels • www.cfaconnect.co.ke

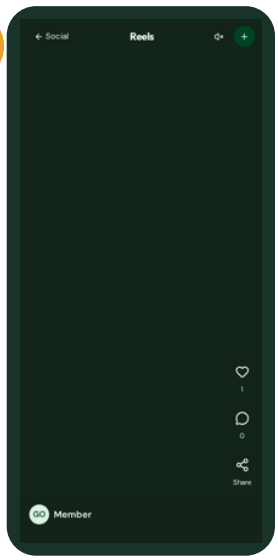
5



Enlarged: tap or check the outlined part

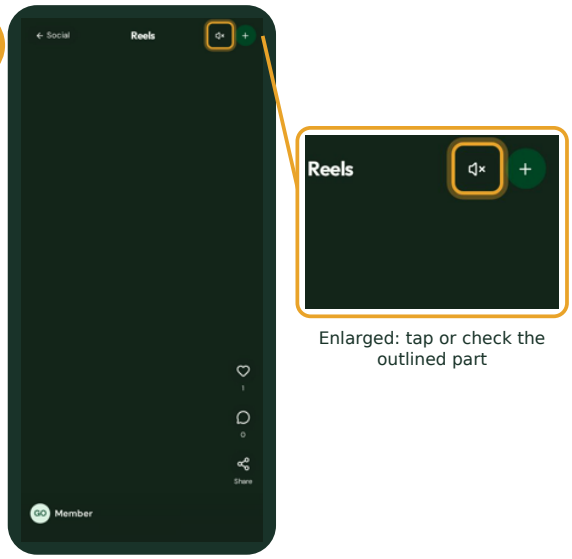
Add optional text, check the media and upload. Use only audio and images you have permission to share.

6



Open the published reel and use swipe-up/next navigation to move between reels.

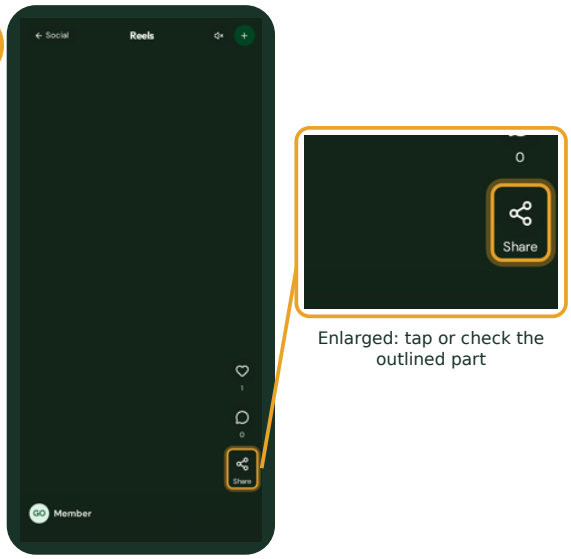
7



Enlarged: tap or check the outlined part

Only the active reel should play. Use playback, mute and share controls as needed.

8



Enlarged: tap or check the outlined part

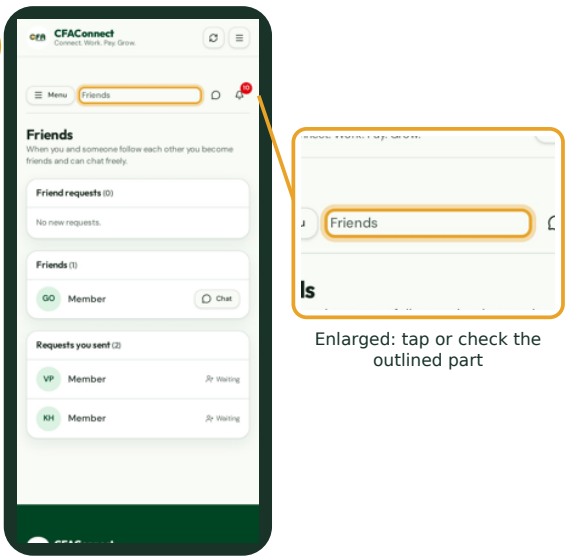
Like, comment or share the reel. If media will not load, check your connection and retry with a smaller supported file.

Important: There is no promise of a licensed commercial song library. Native photo/video/song selection depends on the installed app's file-picker support.

Friends, private chats and group files

Open: /social/friends • www.cfaconnect.co.ke

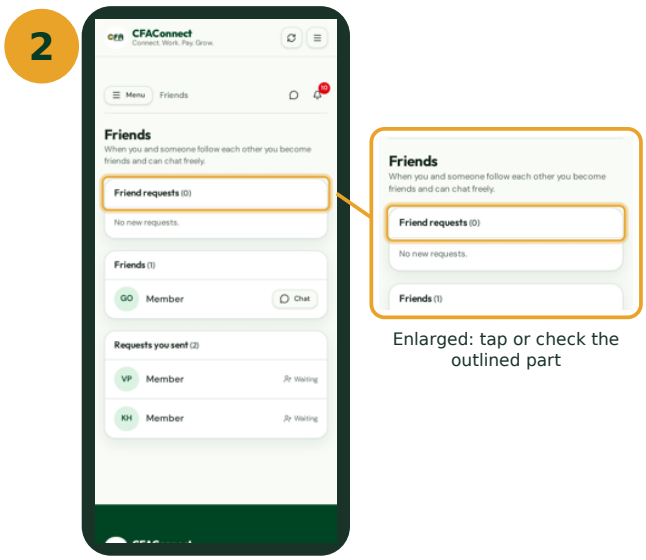
1



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Open Friends to find people and send a friend request.

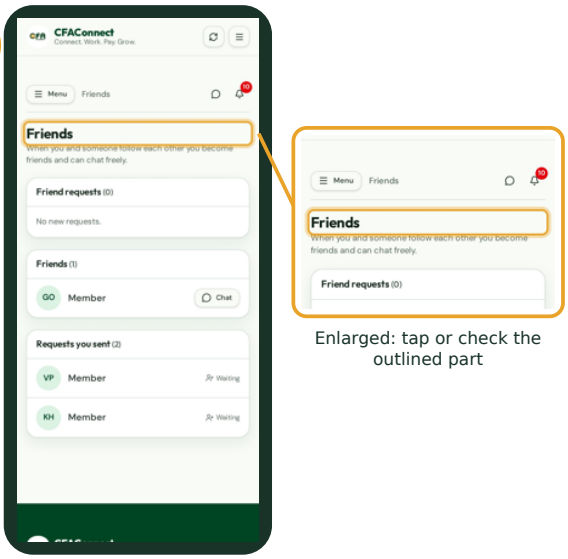
2



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Review incoming requests and accept only people you recognise or wish to connect with.

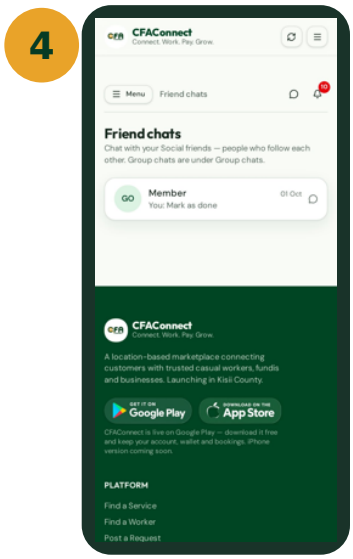
3



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Open Friend chats or the message action to start a direct conversation.

4

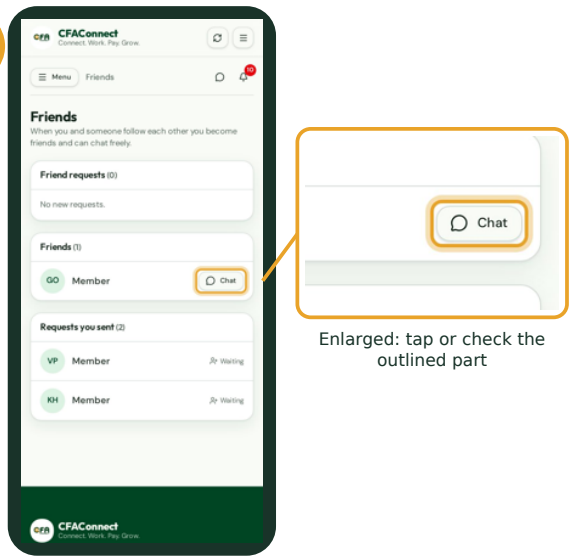


Use All chats to return to your conversation list and review unread counts.

Friends, private chats and group files

Open: /social/friends • www.cfaconnect.co.ke

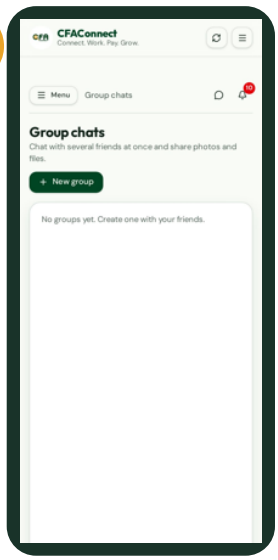
5



Enlarged: tap or check the outlined part

Type a message and use the supported attachment action for photos/files where needed.

6



For group discussion, open Group chats, create/select a group and add the intended participants.

7 Check group membership before sharing documents; everyone in the group may be able to see them.

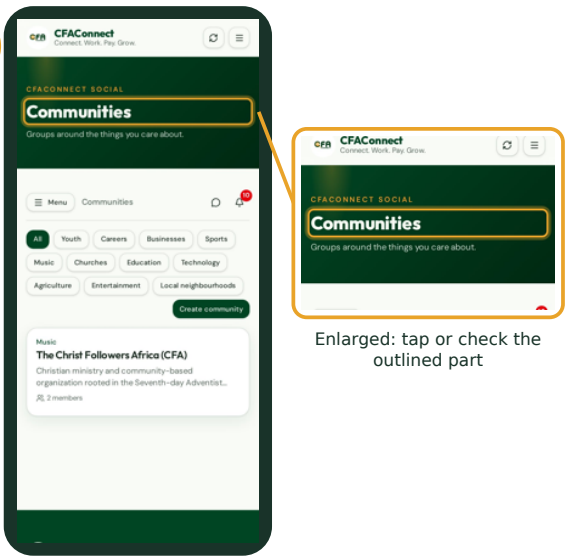
8 Use notifications/message counters to return to unread messages. Avoid sharing passwords or payment PINs in any chat.

Important: A group-chat file is not private to one recipient. Verify identity before responding to a payment request sent through chat.

Communities, events, nearby and Creator hub

Open: /social/communities • www.cfaconnect.co.ke

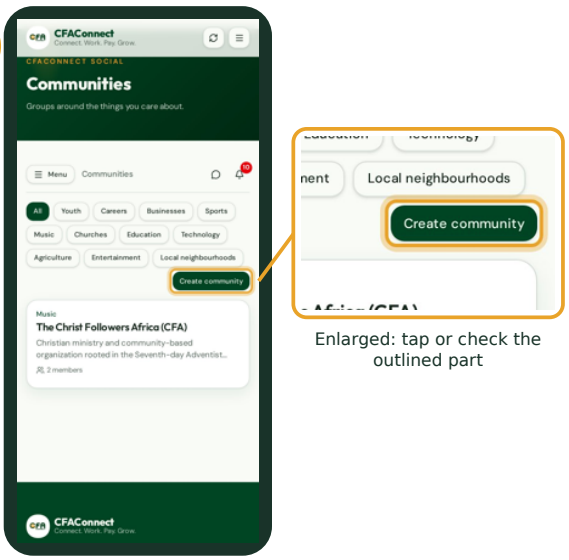
1



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Open Communities, search for a relevant community and review it before joining.

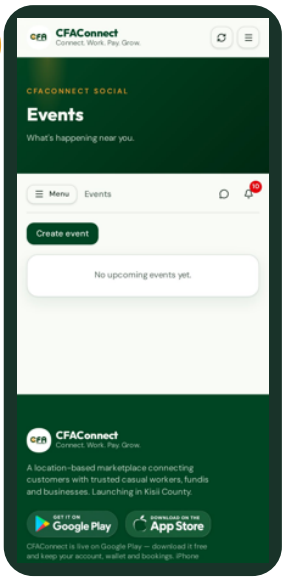
2



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Join a community and open its discussion to post or reply within its rules.

3



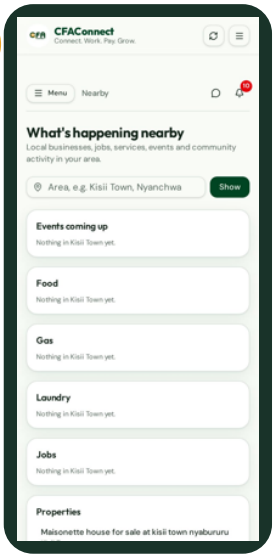
Use Events for Social event activity and calendar reminders where offered.

4 For a ticket-linked event post, tap Get ticket to open the actual CFAConnect Tickets event.

Communities, events, nearby and Creator hub

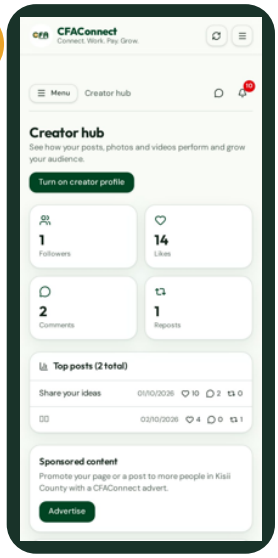
Open: /social/communities • www.cfaconnect.co.ke

5



Open Nearby and allow location if you want local discovery; otherwise use available manual location choices.

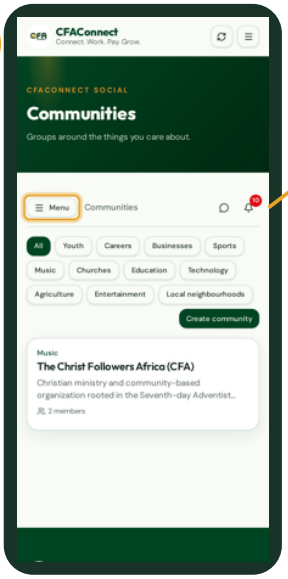
6

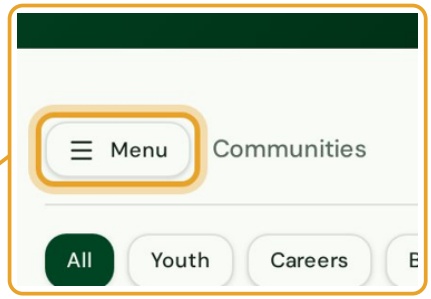


Open Creator hub and enable the creator profile if you want its profile/analytics tools.

7 Review followers and post performance, then update your public creator/business information.

8





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Return through Social Menu to Feed, Friends, Reels or your profile.

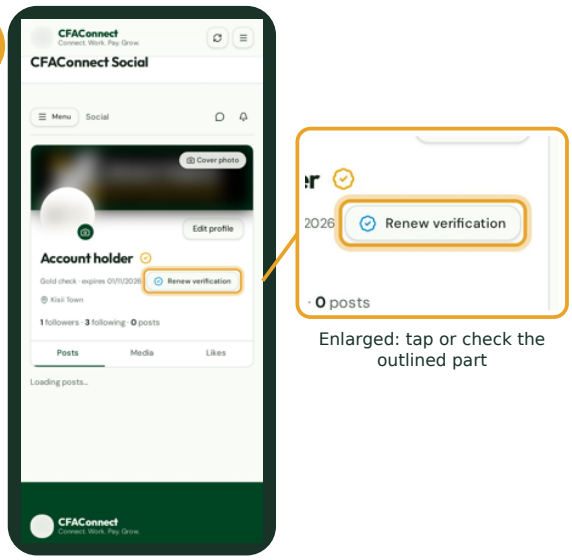
Important: LensPro, FitCore, BeautyPro and MusicPro are coming-soon solutions, not active booking/management systems. Calendar reminders are not guaranteed automatic SMS/push reminders.

Request a blue or gold verified check

Open: /social • www.cfaconnect.co.ke

1 Confirmed pay > **2** In review > **3** Admin approval > **4** Active badge

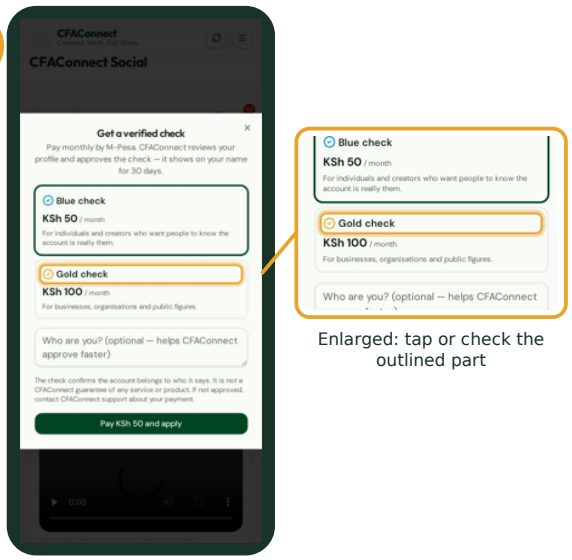
1



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Open your Social profile and tap Get verified.

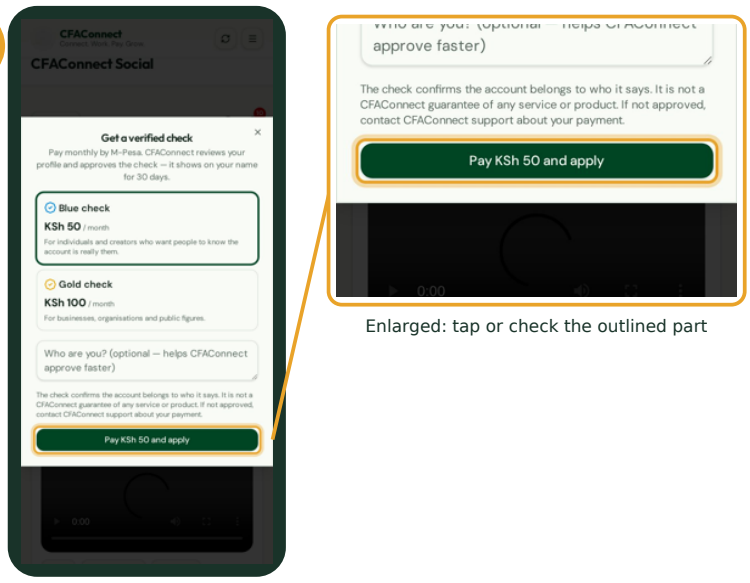
2



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Choose Blue at KSh 50/month or Gold at KSh 100/month and read the terms.

3



Enlarged: tap or check the outlined part

Start the payment and respond to the genuine M-Pesa prompt.

4 Wait for a recorded, confirmed receipt. A cancelled or unpaid attempt should not enter paid review.

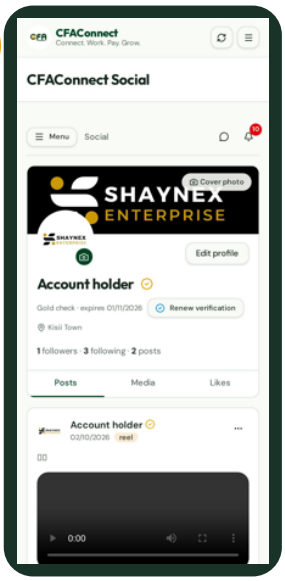
Request a blue or gold verified check

Open: /social • www.cfaconnect.co.ke

5 After confirmed payment, check In review in your profile/request state.

6 CFAConnect reviews the request; payment alone does not immediately add the badge.

7



After approval, the check appears beside your profile/posts while active.

8 Review the expiry privately on your own profile and renew when needed.

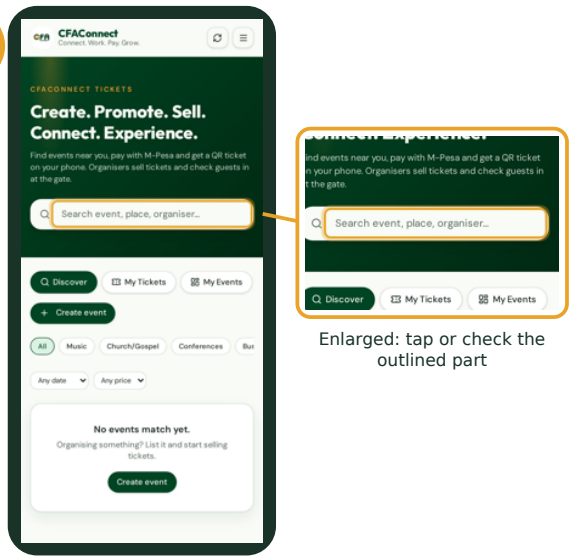
Important: Social blue/gold checks are distinct from provider competence/qualification verification. The expiry is visible to the profile owner, not as public profile text.

Discover events, pay and find your QR ticket

Open: /tickets • www.cfaconnect.co.ke

1 Choose tickets > **2** Checkout > **3** Confirmed payment > **4** My Tickets QR

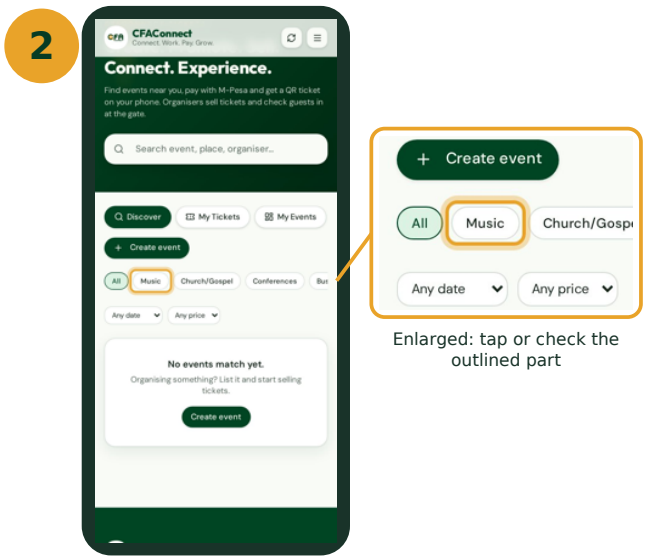
1



Enlarged: tap or check the outlined part

Open Tickets or tap Get ticket on a linked Social event post.

2



Enlarged: tap or check the outlined part

Search/filter events and open the correct event to check venue, date, organiser and refund terms.

3 Choose quantities for each ticket type and review the total and sales window.

4 Tap GET TICKETS. The current app asks you to sign in before checkout; use your existing account.

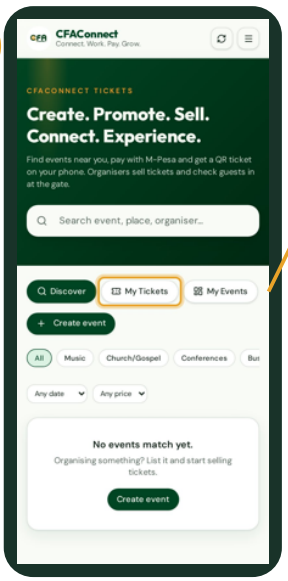
5 Check the buyer name and phone, then choose available M-Pesa or Wallet payment.

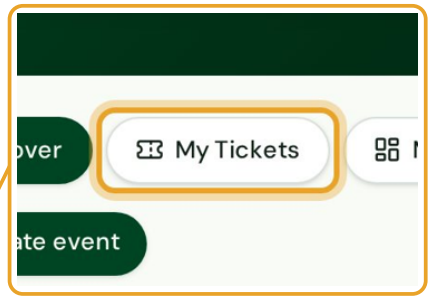
6 For M-Pesa, wait for confirmation; for Wallet, check sufficient balance. A free ticket needs no paid M-Pesa transaction.

Discover events, pay and find your QR ticket

Open: /tickets • www.cfaconnect.co.ke

7





Enlarged: tap or check the outlined part

Open My Tickets to read the ticket number, type and QR code. Paid-booking confirmation is sent to the checkout phone.

8 At the venue, show the correct QR ticket to authorised check-in staff. Keep the QR private before entry.

Important: Current checkout requires sign-in; account-free checkout is not shown in the current screen. Buyers pay the ticket price; 4% is deducted from the organiser.

Provider & business section

Offer services, run your business, manage listings, collect earnings and organize events.

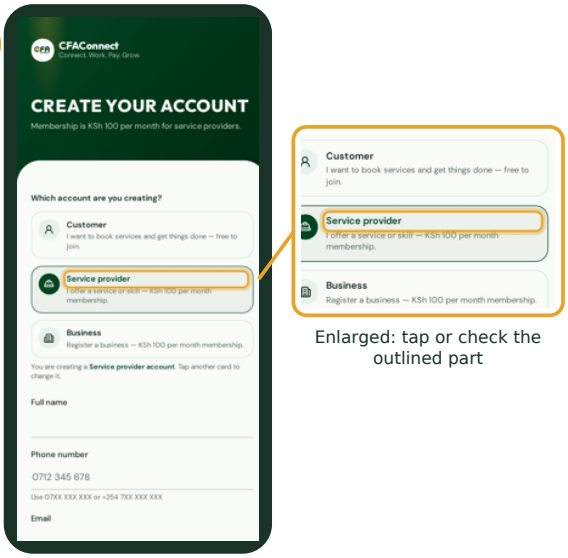
Starts on page 75

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

Register as a provider or business

Open: /register • www.cfaconnect.co.ke

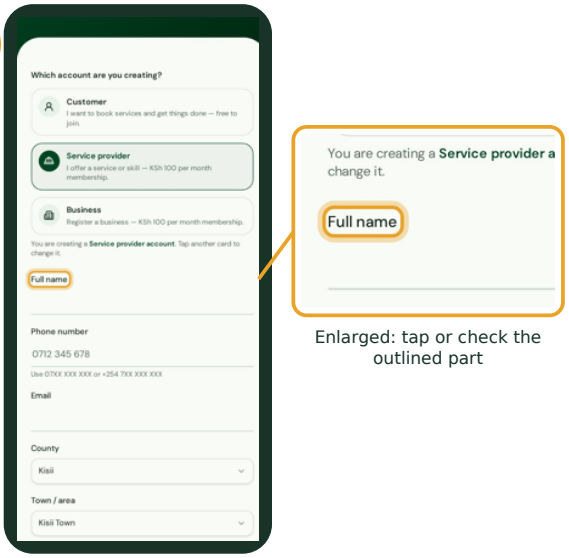
1



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Open Register and choose Service provider for your own skills, or Business for your business account.

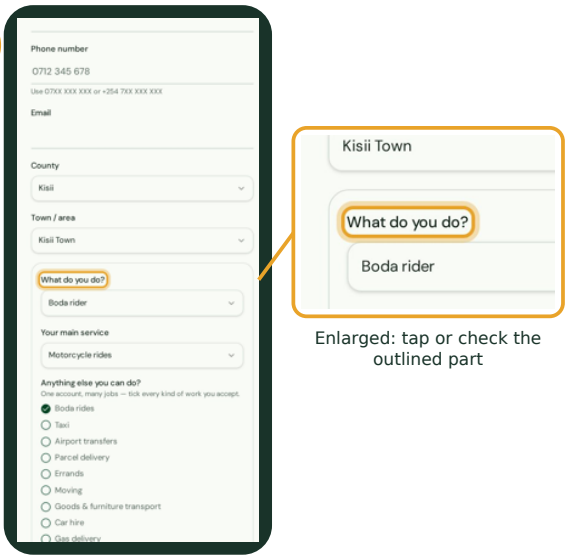
2



Enlarged: tap or check the outlined part

Enter your name or business name, phone, area and other requested contact details.

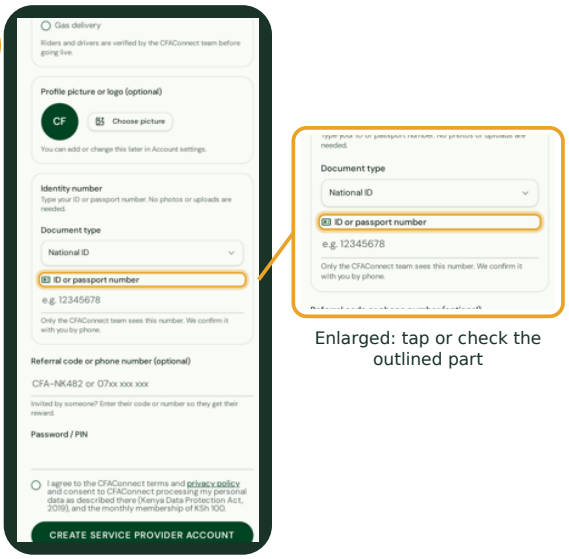
3



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Choose the category and services you actually offer. Use Other — type my own service if your skill is not listed; check additional capabilities where relevant.

4



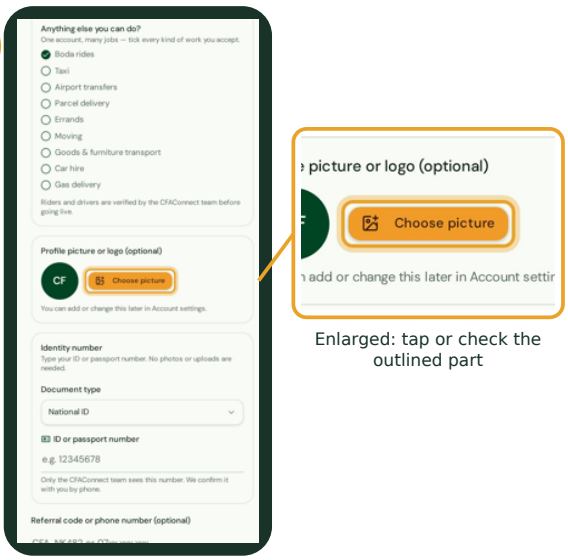
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Enter the requested ID or passport number. An identity-document photograph is not required at registration.

Register as a provider or business

Open: /register • www.cfaconnect.co.ke

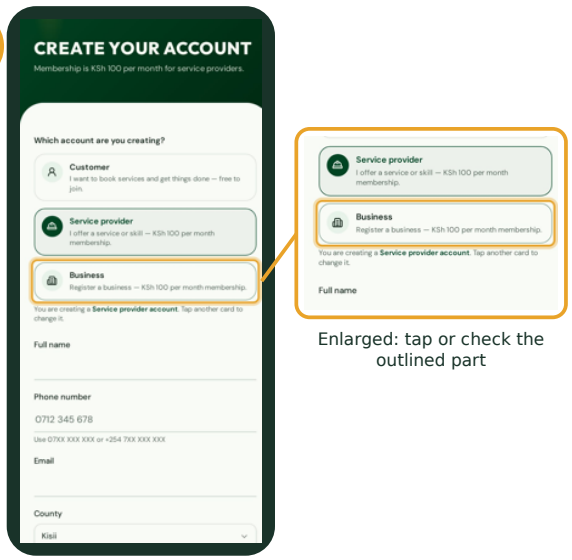
5



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Add an optional photo/logo and referral. Set a password of at least four characters and accept the terms.

6

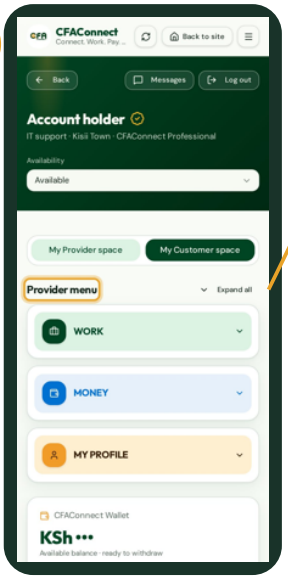


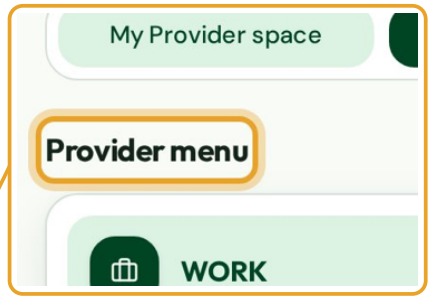
Enlarged: tap or check the outlined part

Submit the account form and follow the membership payment option shown. Provider/business membership starts at KSh 100 for 30 days.

7 Wait for the confirmed payment and any CFAConnect activation or verification review. A payment prompt alone is not approval.

8





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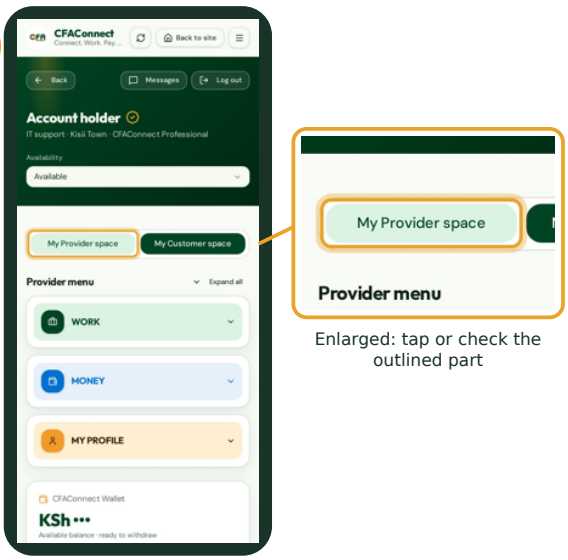
Open My Provider space or your business space. Complete your profile, prices and availability before accepting work.

Important: Food, Laundry, Gas and POS have their own business setup screens. A general Business account does not automatically publish a kitchen, gas shop or POS.

Set prices, availability and your public profile

Open: /provider • www.cfaconnect.co.ke

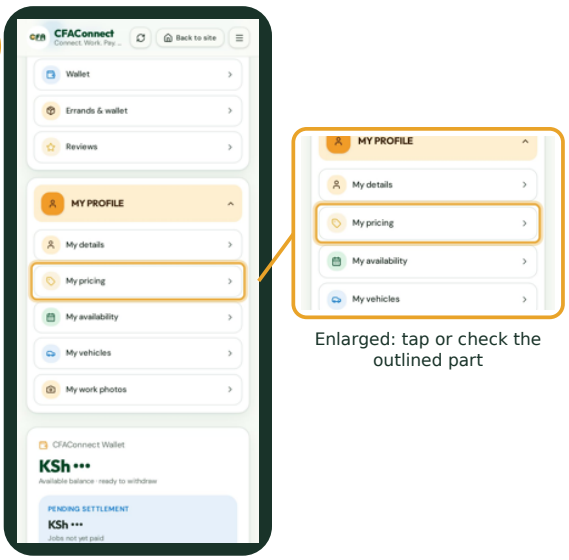
1



Enlarged: tap or check the outlined part

Open My Provider space and use Provider menu. Expand WORK, MONEY or MY PROFILE as needed.

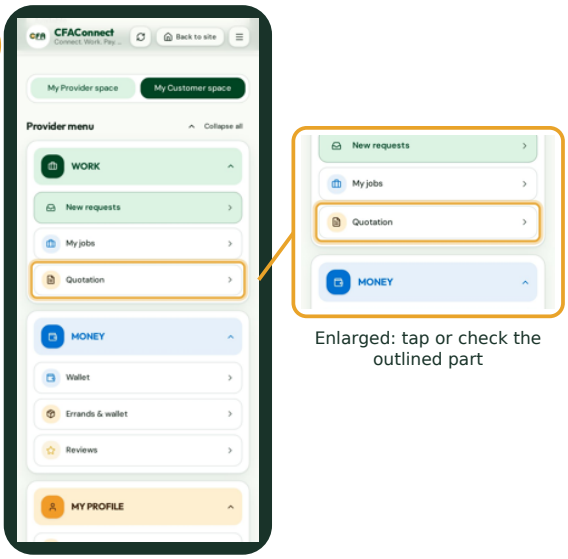
2



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Open the price list/rates section and choose the category that matches your trade.

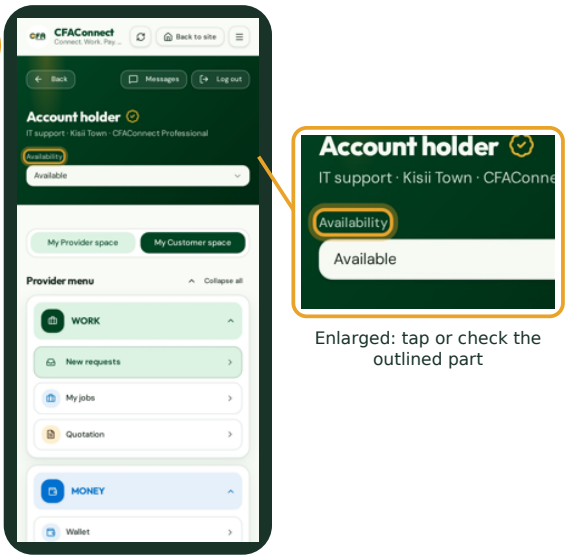
3



Enlarged: tap or check the outlined part

Enter a price only for services you offer; choose per job, hour, day or item as appropriate.

4



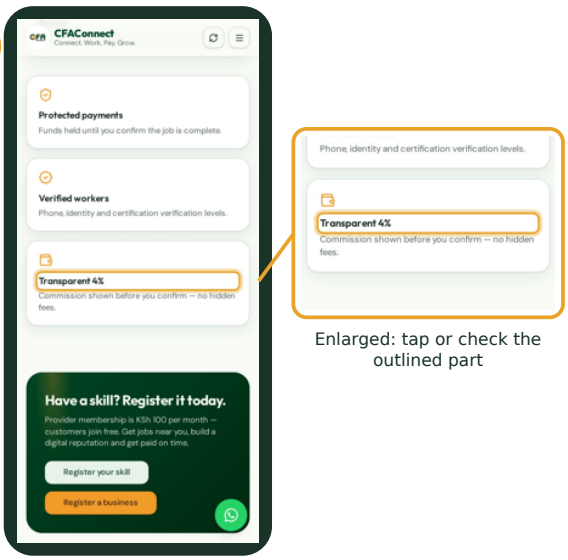
Enlarged: tap or check the outlined part

Move away from a price field to save where the screen uses automatic saving. Check the saved rate on your profile.

Set prices, availability and your public profile

Open: /provider • www.cfaconnect.co.ke

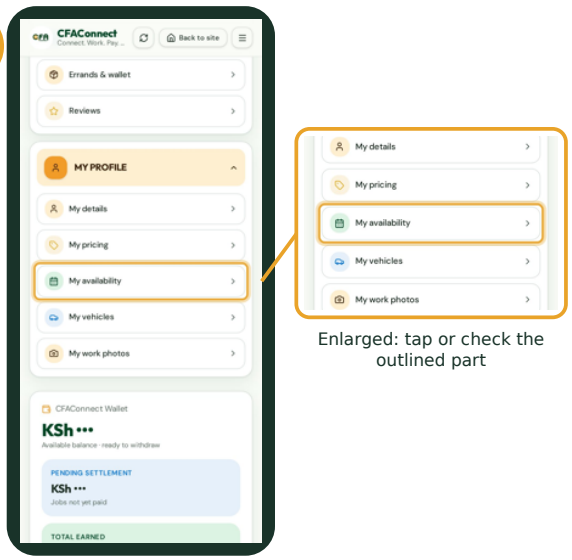
5



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Review the 4% breakdown so you know what you keep. Membership is separate from the job commission.

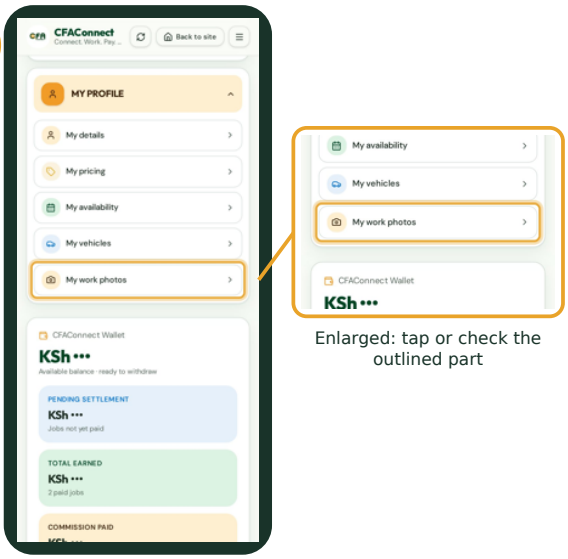
6



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Open My availability to choose working days and update Available/Busy status.

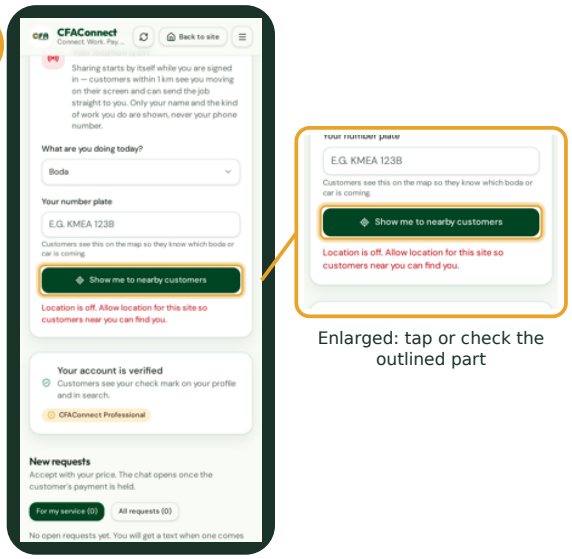
7



Enlarged: tap or check the outlined part

Complete your profile and work photos. For nearby mobility jobs, set the work type and number plate where requested.

8



Enlarged: tap or check the outlined part

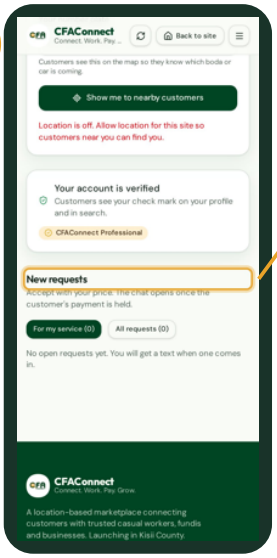
Choose whether to share live location with nearby customers. Check that your public details are accurate.

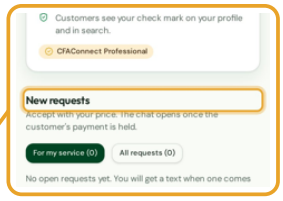
Important: Do not enter a placeholder zero price. A verification badge records approval checks, not a guarantee of competence or customer demand.

Respond to work and collect earnings

Open: /provider • www.cfaconnect.co.ke

1

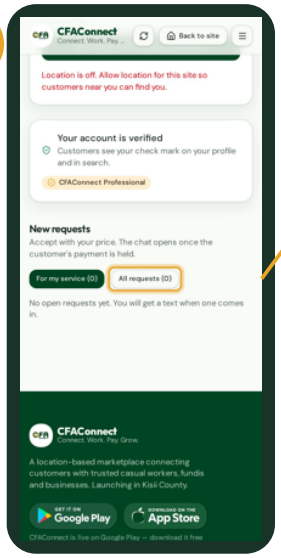


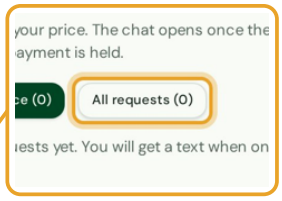


Enlarged: tap or check the outlined part

Open the app after a job alert. New requests appear above Active requests.

2

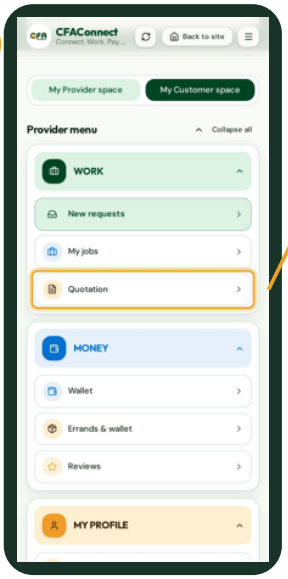


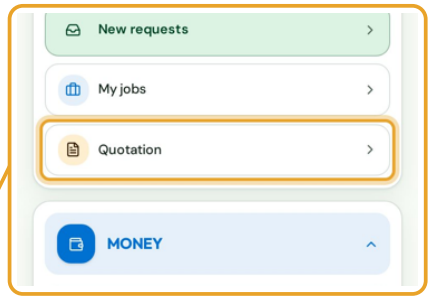


Enlarged: tap or check the outlined part

Read the customer's need, location, date, worker count and any attachments before responding.

3





Enlarged: tap or check the outlined part

Accept at your listed price or Reply with my price when the scope needs a quotation.

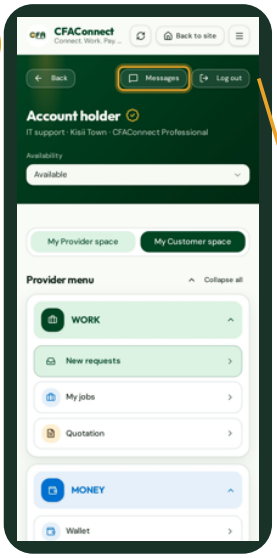
4 If a survey is needed, set the free/charged visit terms, complete the assessment and then send the exact job price.

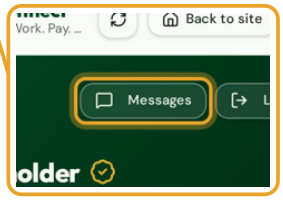
5 Decline if unavailable instead of leaving the customer waiting. Multiple requests can be selected in the request window.

Respond to work and collect earnings

Open: /provider • www.cfaconnect.co.ke

6

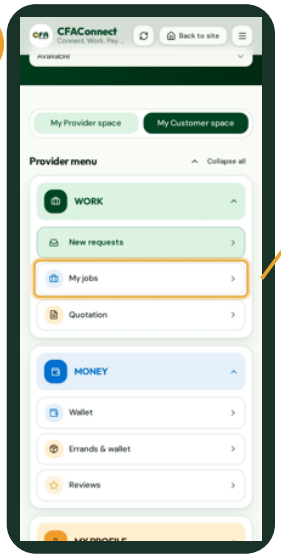


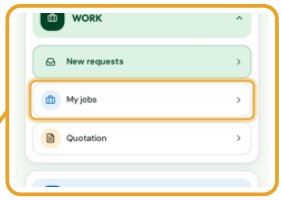


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Wait for the customer's agreement and the payment status shown. Use chat to coordinate the work.

7

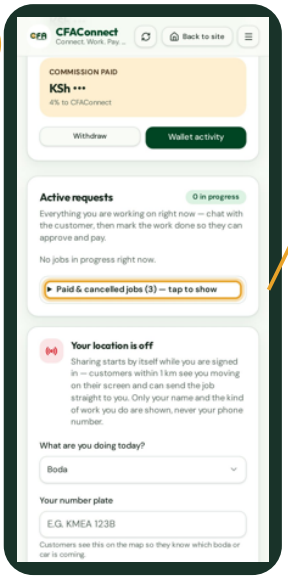


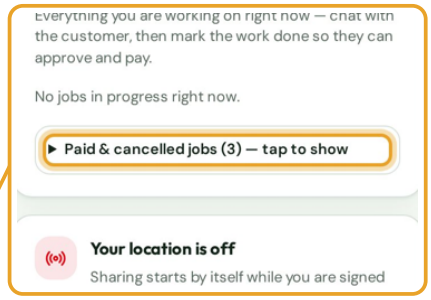


Enlarged: tap or check the outlined part

Complete the job and mark it done. The customer then checks and approves payment/release.

8





Enlarged: tap or check the outlined part

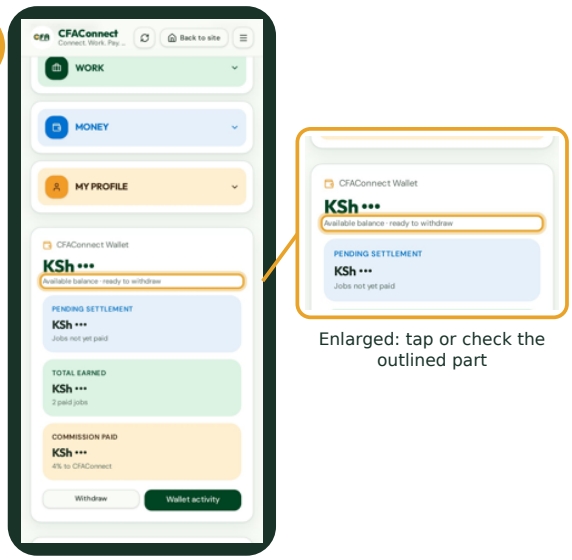
Open Go to my earnings or Wallet activity after settlement. Expand Paid & cancelled jobs to review older records.

Important: An SMS alert, acceptance or chat message does not itself prove that a customer has paid. Always read the request's payment status.

Withdraw earnings safely

Open: /provider • www.cfaconnect.co.ke

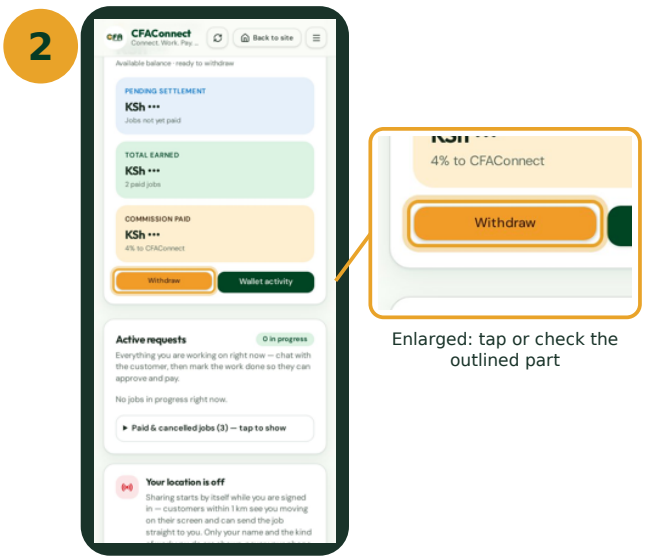
1



Enlarged: tap or check the outlined part

Open your provider/business wallet and check Available balance, not Pending settlement.

2



Enlarged: tap or check the outlined part

Tap Withdraw. The smallest withdrawal is KSh 50 and the displayed withdrawal handling fee is zero.

3 Select the available destination: M-Pesa phone, or an eligible business paybill/till option.

4 Enter the destination details and amount. For business payments, check the paybill/till and account/reference carefully.

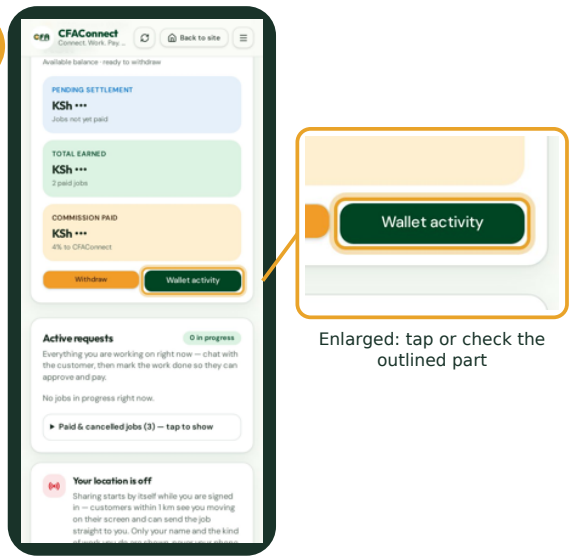
5 Read any dispute-hold or availability warning before submitting.

6 Confirm once and wait for the payout status. A requested payout is not the same as money received.

Withdraw earnings safely

Open: /provider • www.cfaconnect.co.ke

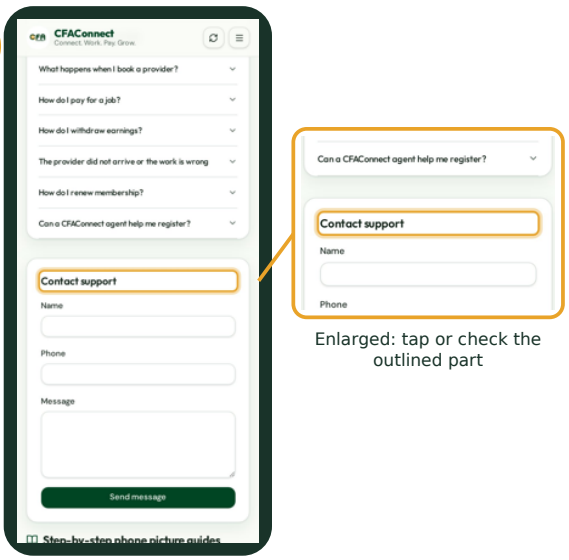
7



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Check wallet activity and your M-Pesa receipt. Failed or pending payouts may need CFAConnect finance follow-up.

8



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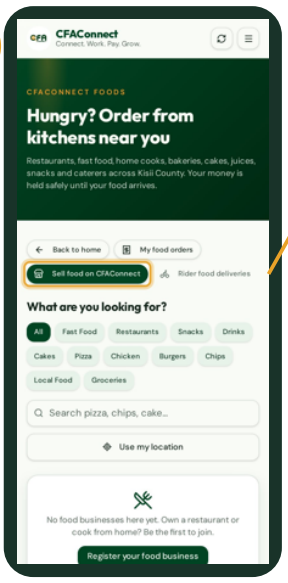
If the destination or receipt is wrong, contact support with the withdrawal reference, not your PIN.

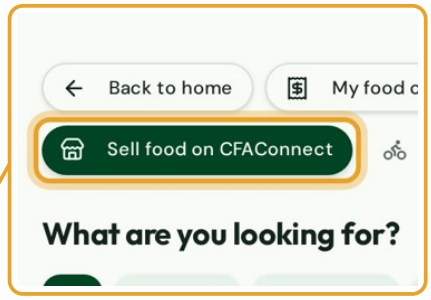
Important: Customer wallet funds are for service payments, not withdrawals. Current availability is shown in the provider/business withdrawal window; held work must settle before those earnings can be withdrawn.

Register a food business and gain approval

Open: /food/vendor • www.cfaconnect.co.ke

1





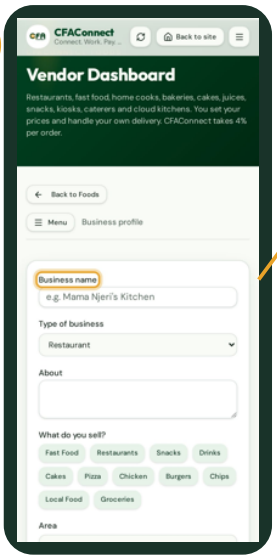
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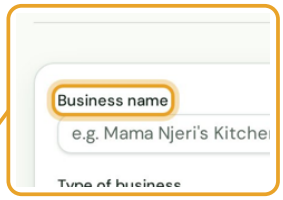
Open Sell food on CFAConnect and sign in to your account.

2 Choose a membership package from the available plans before completing business registration.

3 Complete M-Pesa payment and wait for a confirmed receipt; a cancelled/unpaid prompt is not membership.

4

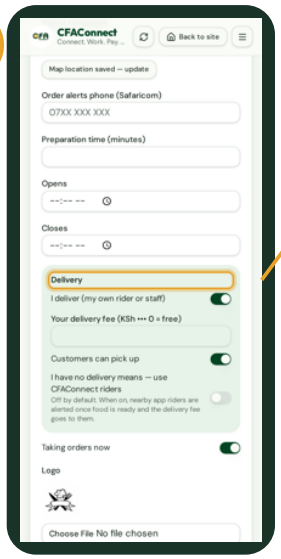


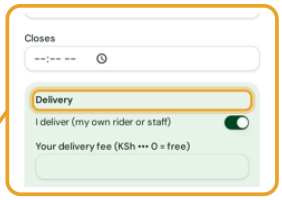


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Enter the business name, business type, location, opening hours and contact details requested.

5





Enlarged: tap or check the outlined part

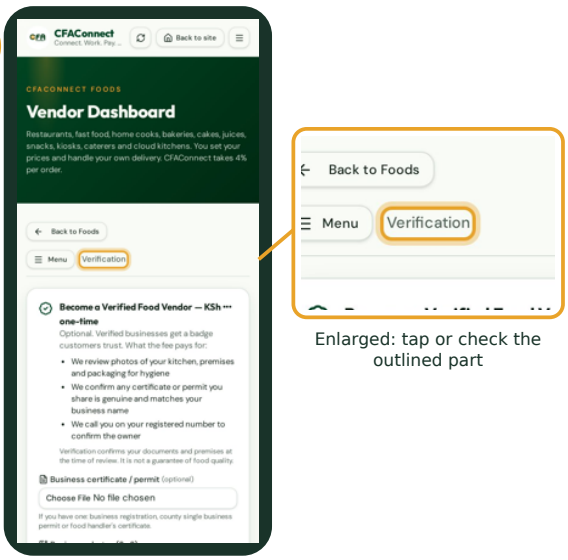
Set your Safaricom order-alert phone and delivery options. Upload the business photos/logo requested.

6 Accept the food vendor rules and submit the business for CFAConnect approval.

Register a food business and gain approval

Open: /food/vendor • www.cfaconnect.co.ke

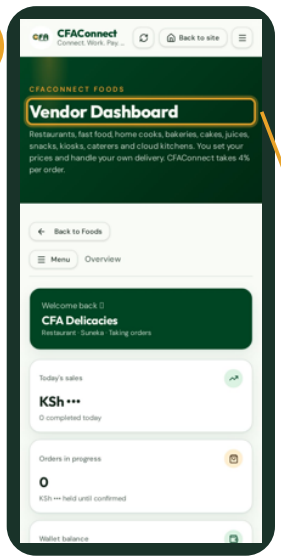
7

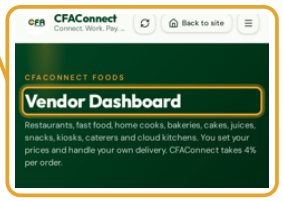


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Wait for review; paying membership does not bypass business approval.

8





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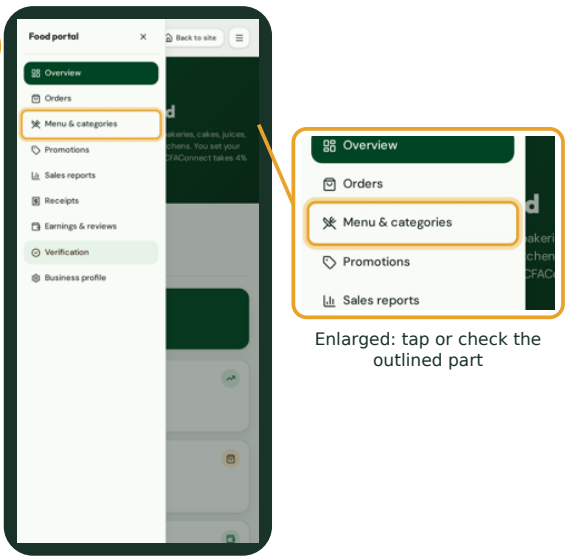
After approval, open Vendor Dashboard and add a real menu. Renew the plan before expiry to keep the business visible.

Important: Membership and optional verification are different. Verification costs KSh 150 when offered; business photos can support review and a certificate is optional.

Manage menu items, categories and promotions

Open: /food/vendor • www.cfaconnect.co.ke

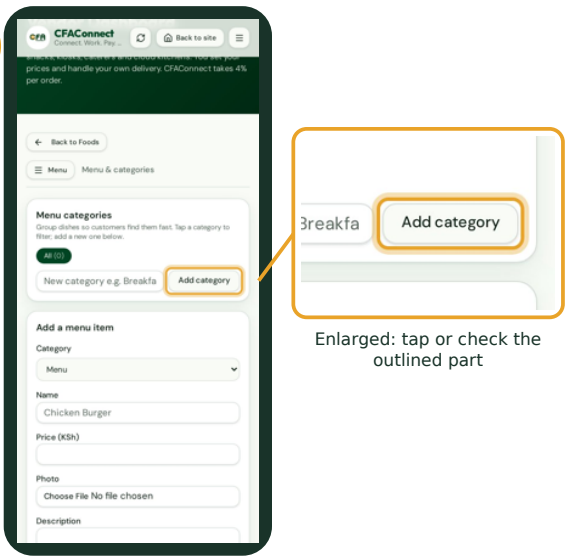
1



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Open the Food portal Menu on a phone or use the desktop sidebar.

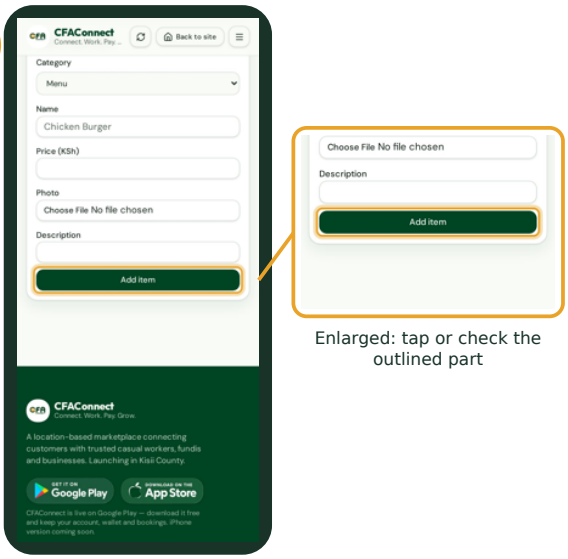
2



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Choose Menu & categories and add categories that make the menu easy to browse.

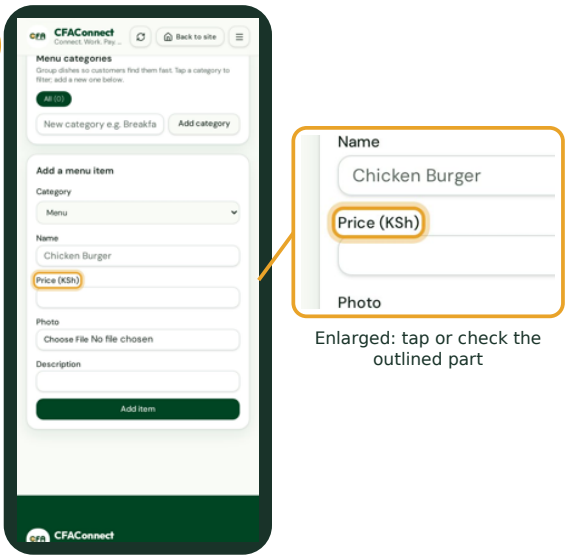
3



Enlarged: tap or check the outlined part

Add each menu item with name, description, price and category; choose a photo if available.

4



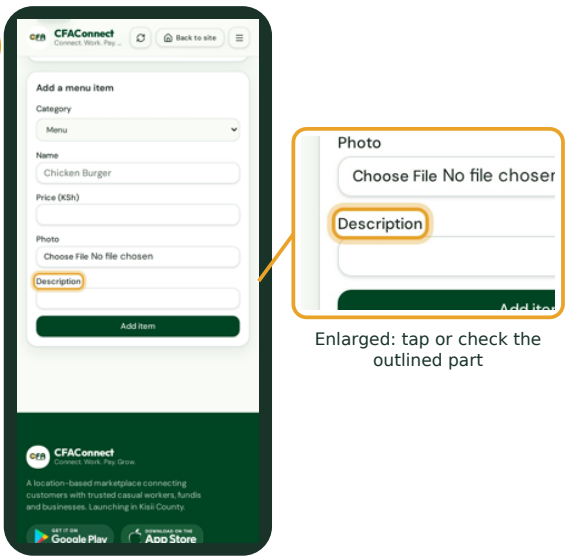
Enlarged: tap or check the outlined part

Save and inspect the item in the public menu. Never use an incorrect placeholder price.

Manage menu items, categories and promotions

Open: /food/vendor • www.cfaconnect.co.ke

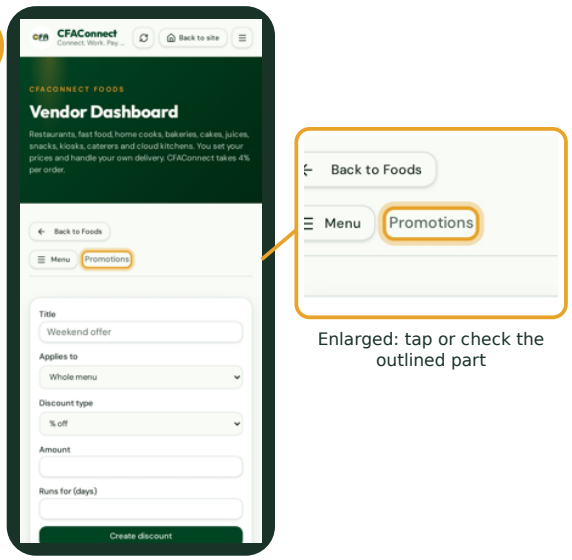
5



Enlarged: tap or check the outlined part

Edit items when ingredients, price or availability change. Mark unavailable items sold out or hide them.

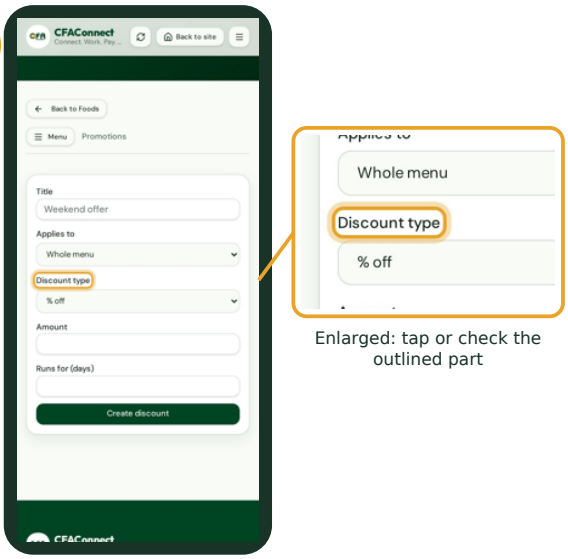
6



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Open Promotions to create a discount with its amount/percentage, dates and applicable items.

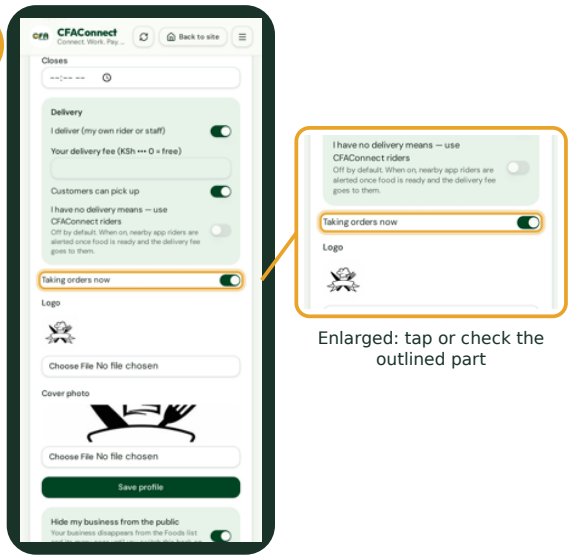
7



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Check promotion dates and the public discounted price before accepting discounted orders.

8



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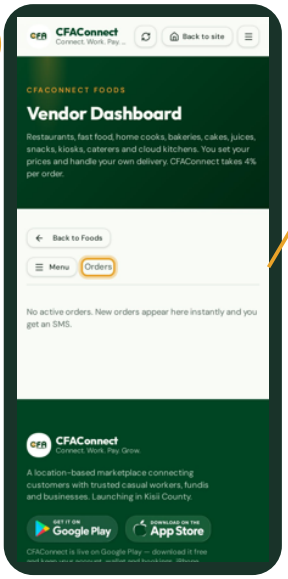
Use Business profile to adjust opening hours and Taking orders status; hide the business when you cannot fulfil orders.

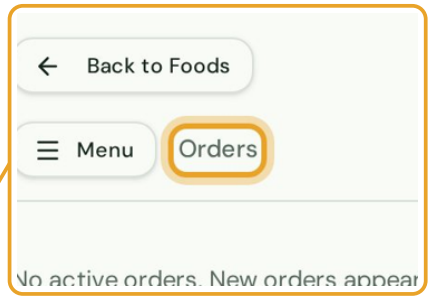
Important: Prices are set by the vendor. Only publish menu items you can prepare and honour; do not imply an allergy-safe item unless you can verify it.

Accept orders, deliver, report and manage the business

Open: /food/vendor • www.cfaconnect.co.ke

1



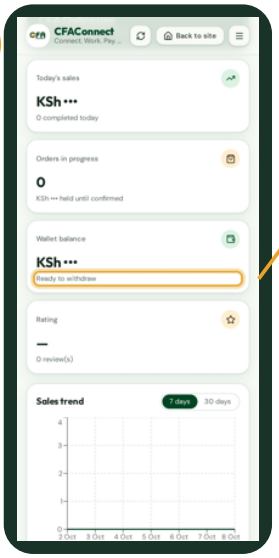


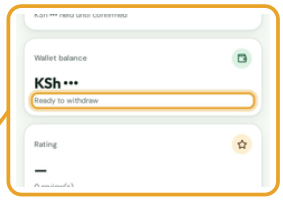
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Open Orders and read the customer's items, quantities, address and instructions.

2 Accept an order you can fulfil; decline unavailable orders using the order action instead of leaving them waiting.

3

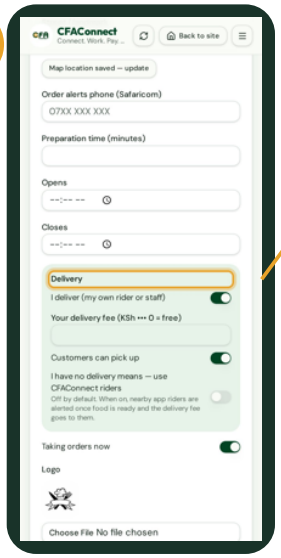


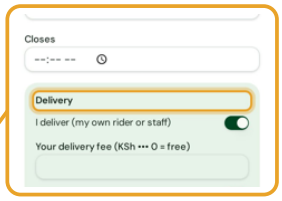


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Update Preparing, Ready and delivery progress at the correct time.

4





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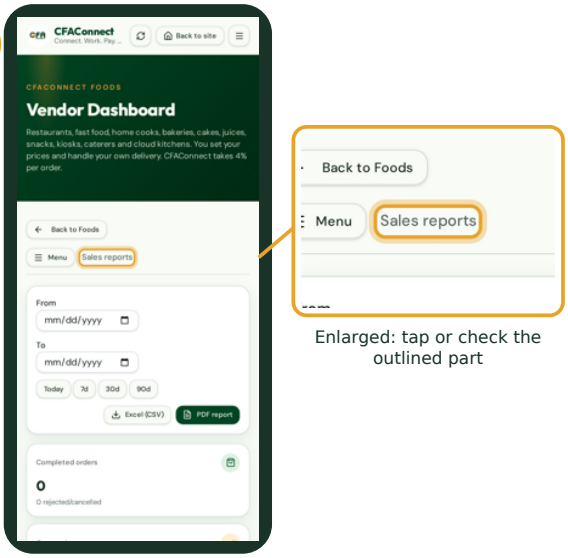
Arrange your own delivery, or opt into CFAConnect riders when you need an app rider.

5 After handover/delivery, update the order. Settlement follows the customer's receipt confirmation, not simply your Delivered update.

Accept orders, deliver, report and manage the business

Open: /food/vendor • www.cfaconnect.co.ke

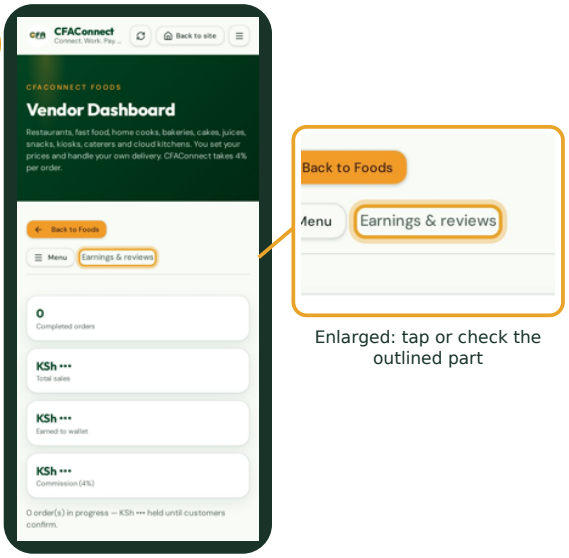
6



Enlarged: tap or check the outlined part

Open Sales reports for date-based performance and Receipts to view/download order records.

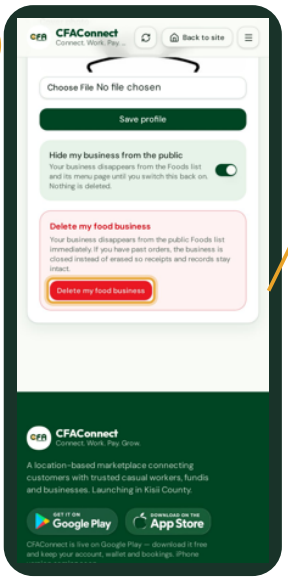
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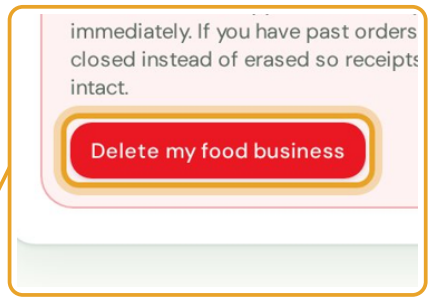


Enlarged: tap or check the outlined part

Use Earnings & reviews to inspect settled earnings and feedback; commission is 4%. Withdraw from available wallet funds.

8





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Use Business profile for renewal, hiding or deletion. Read deletion warnings; order history is retained and a closed business cannot be reapproved.

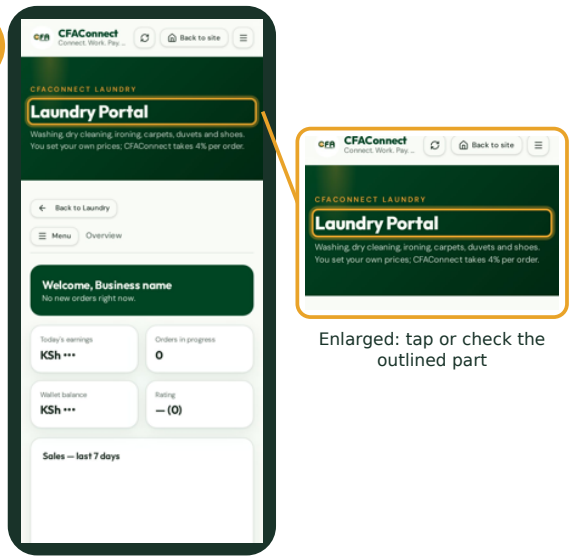
Important: No sample orders are required to use the guide. Screen totals may be zero before your first completed sale.

Run a laundry portal from pickup to completion

Open: /laundry/vendor • www.cfaconnect.co.ke

1 Pickup PIN > **2** Process > **3** Ready / return > **4** Customer confirms

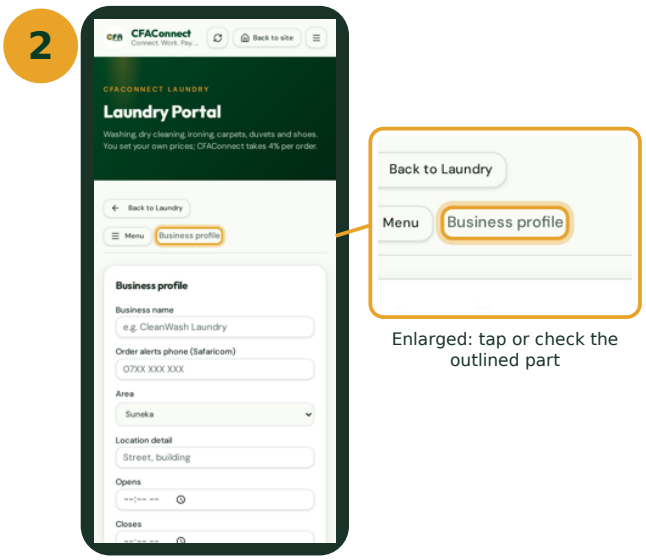
1



Enlarged: tap or check the outlined part

Open My laundry portal and complete the required business registration, plan and approval steps shown.

2



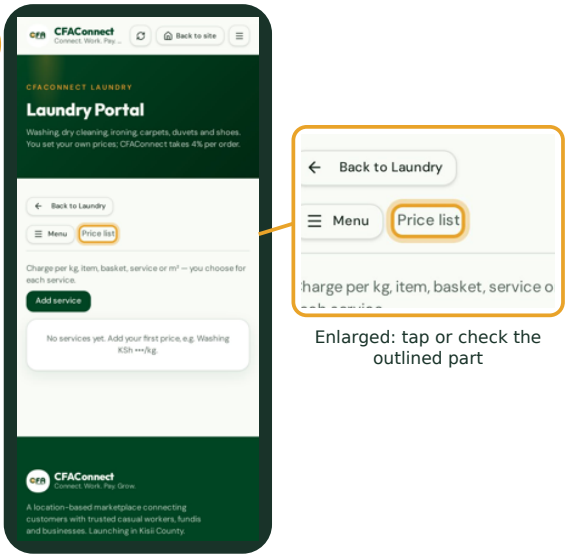
Enlarged: tap or check the outlined part

Use Business profile to set your location, turnaround and pickup/delivery availability.

Run a laundry portal from pickup to completion

Open: /laundry/vendor • www.cfaconnect.co.ke

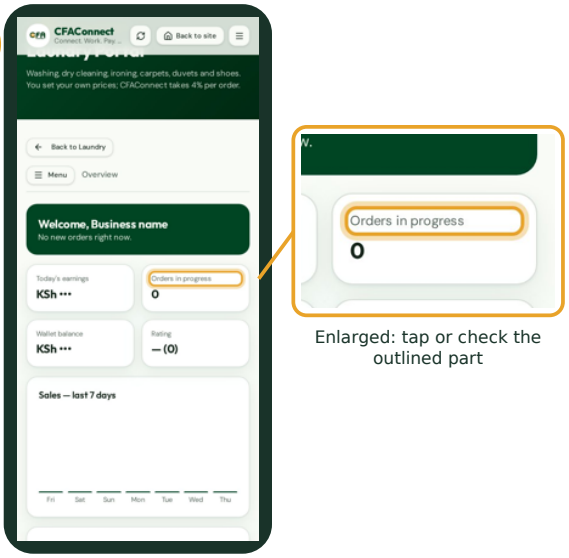
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In Price list, add each service, its price and charging unit such as kg, item or basket.

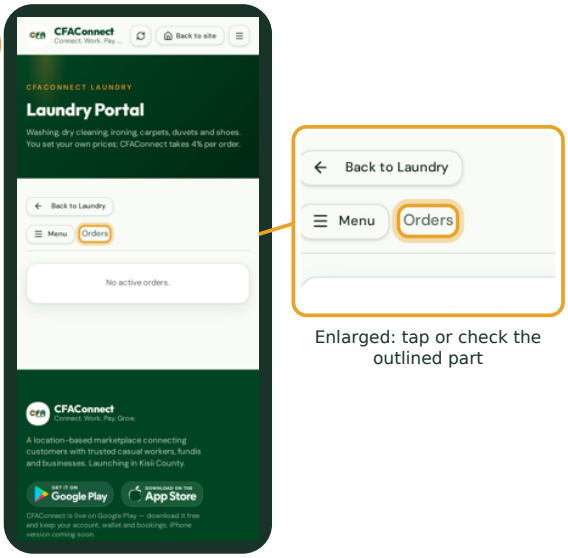
4



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Open Orders and accept suitable requests. Arrange your collector or the available rider workflow.

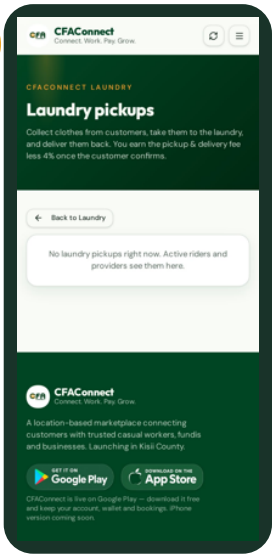
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At pickup, enter the customer's valid PIN to mark clothes collected. Do not bypass the collection check.

6

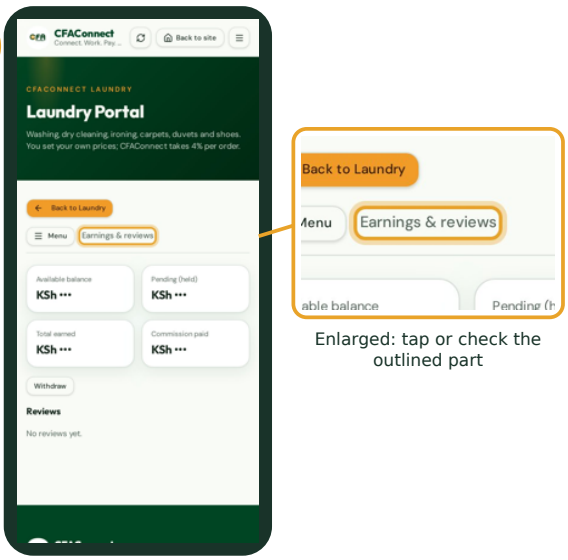


Record receipt at the laundry, processing and ready status. Update return delivery or customer collection accurately.

Run a laundry portal from pickup to completion

Open: /laundry/vendor • www.cfaconnect.co.ke

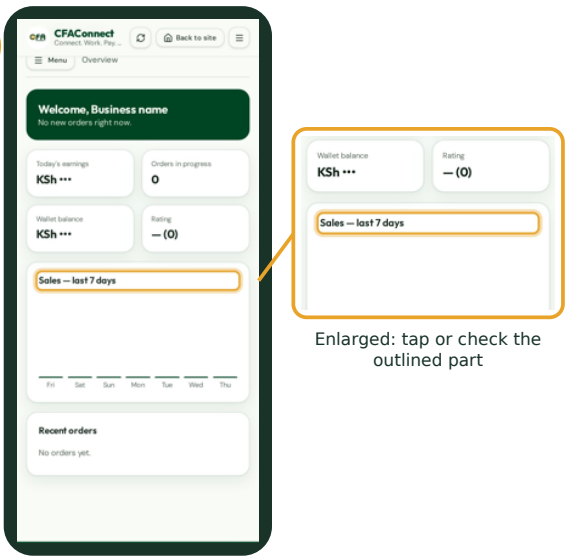
7



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Wait for the customer to confirm receiving the clothes before treating held payment as earned.

8



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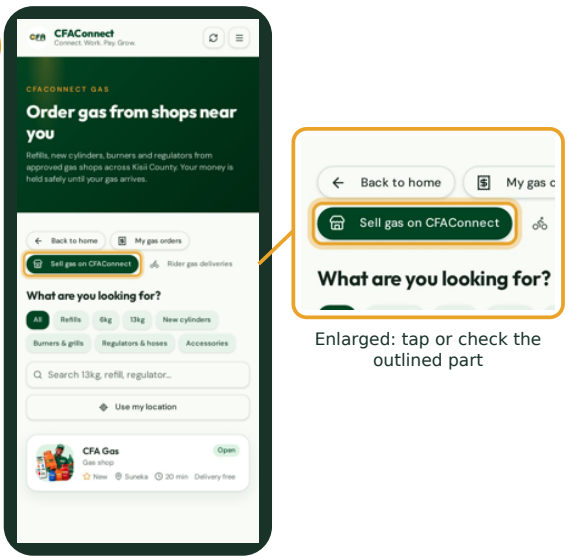
Open Sales reports, Receipts and Earnings & reviews for records and wallet actions. Keep Business profile and renewal current.

Important: Laundry uses the shared 4% settlement pattern. Publish only the services and turnaround your business can deliver.

Run a gas business, stock list and reports

Open: /gas/vendor • www.cfaconnect.co.ke

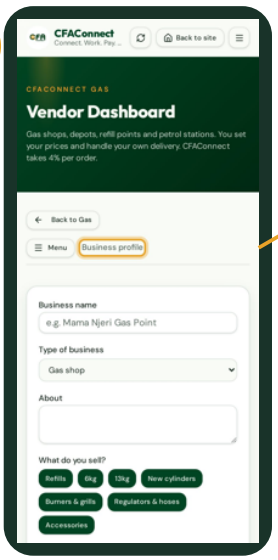
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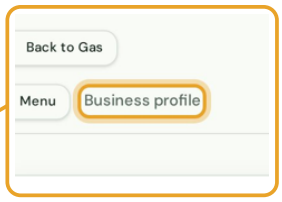


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Open the Gas business portal and choose a membership package; confirm payment before submitting registration.

2

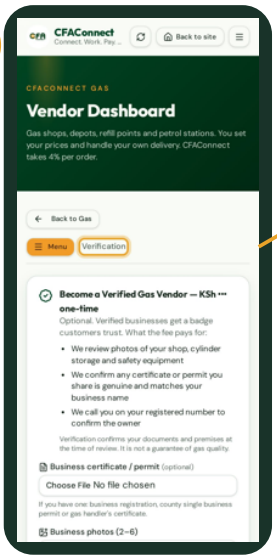


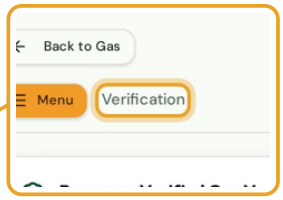


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Enter business identity, location, hours, order-alert phone and delivery settings. Accept the gas vendor rules.

3

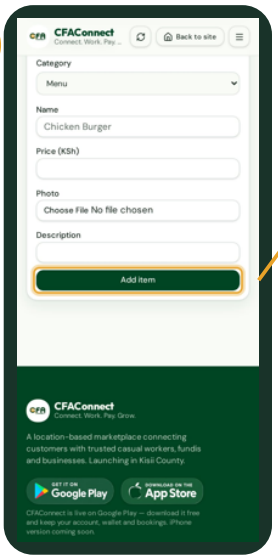


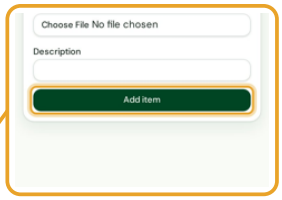


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Submit for approval and wait. A new or expired/unapproved business is not automatically public.

4





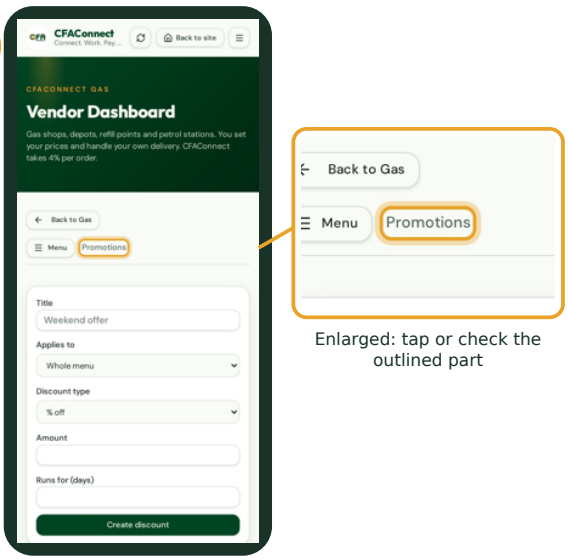
Enlarged: tap or check the outlined part

Use Products & categories to add real cylinder/refill/accessory names, prices, brands/sizes and photos.

Run a gas business, stock list and reports

Open: /gas/vendor • www.cfaconnect.co.ke

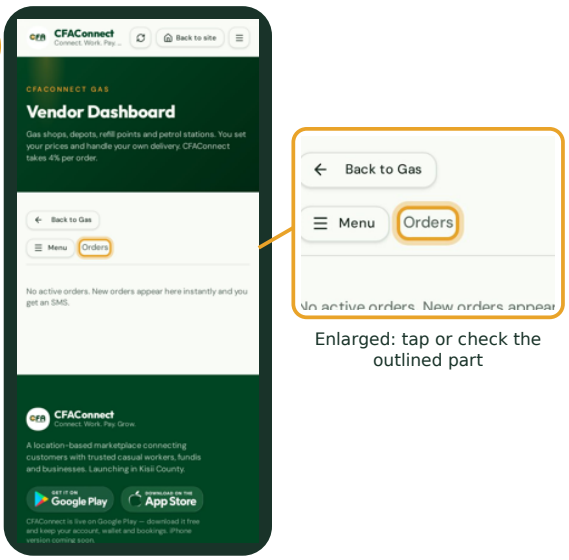
5



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Mark unavailable products sold out. Use Promotions only with valid dates and stock.

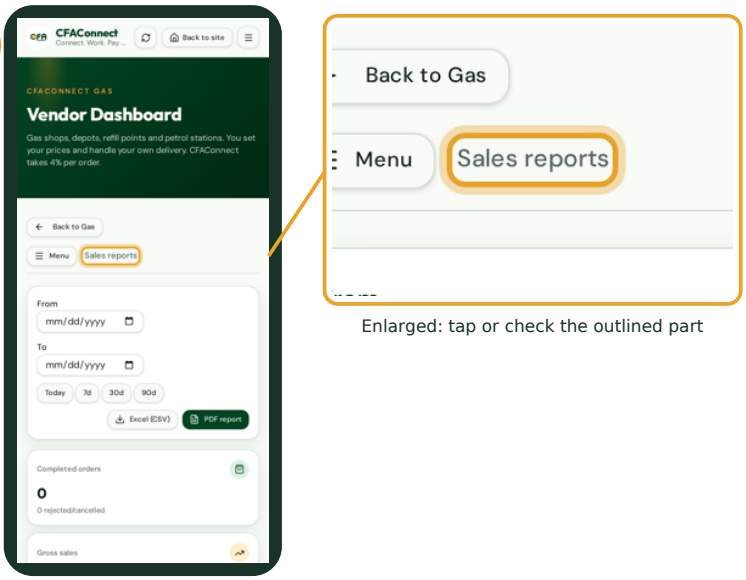
6



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Accept orders, prepare them and update delivery progress. Use your own delivery or opt into app riders.

7



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Use Sales reports, Receipts and Earnings & reviews to inspect sales, settled wallet funds and 4% commission.

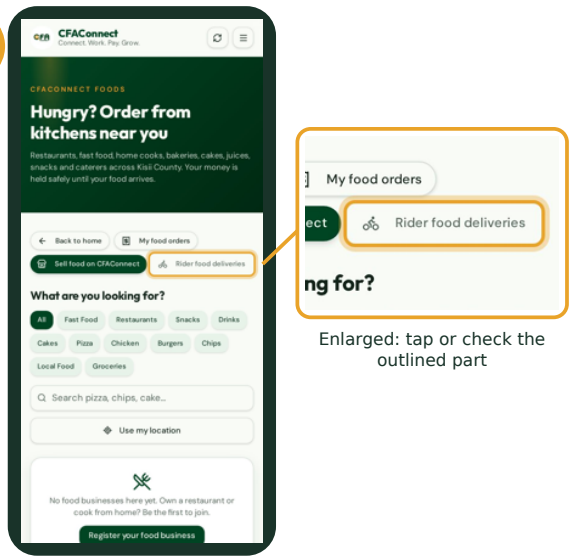
8 Use Verification for the optional KSh 150 review and Business profile for renewal, hide/delete and business details.

Important: Business photos support verification; a certificate is optional for the badge application. This does not waive legal gas licences, safety requirements or CFAConnect approval.

Rider deliveries and laundry collections

Open: /food/deliveries • www.cfaconnect.co.ke

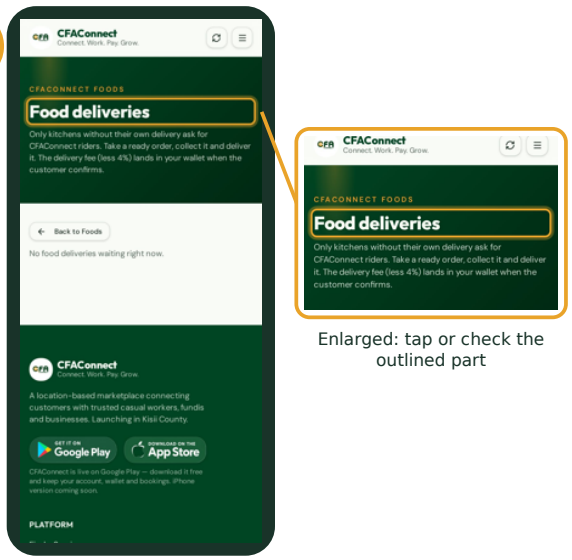
1



Enlarged: tap or check the outlined part

Open Rider food deliveries, Rider pickups (Laundry) or Rider gas deliveries from the matching service.

2



Enlarged: tap or check the outlined part

Read available assignments and the pickup, destination, fee and vendor details.

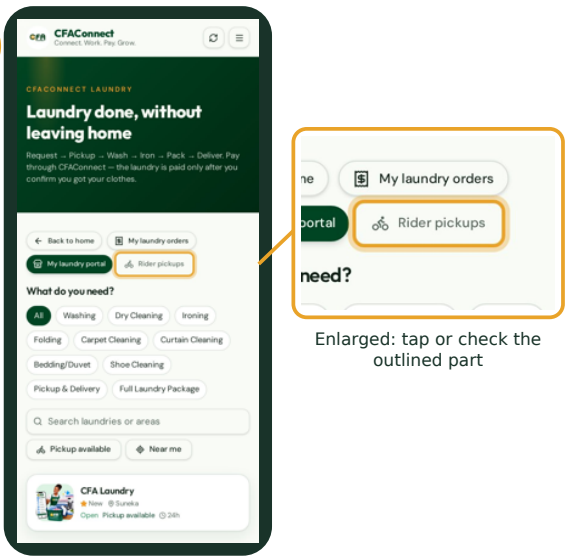
3 Accept only a job you can carry safely and complete within the required time.

4 Coordinate collection with the vendor/customer using the order’s contact or chat actions.

Rider deliveries and laundry collections

Open: /food/deliveries • www.cfaconnect.co.ke

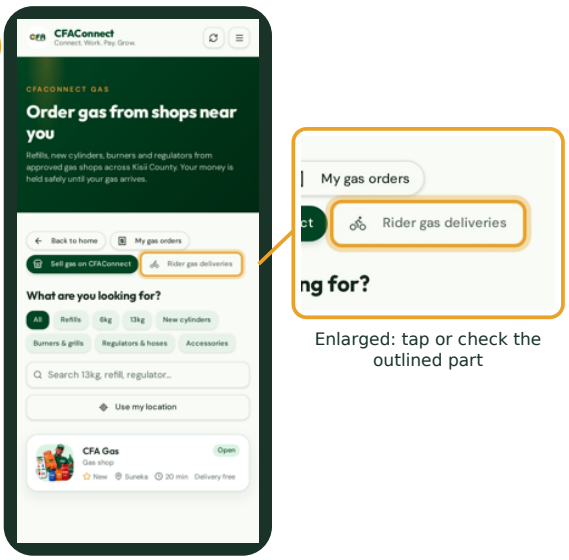
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For laundry collection, enter the correct pickup PIN at handover. Count and secure the items.

6

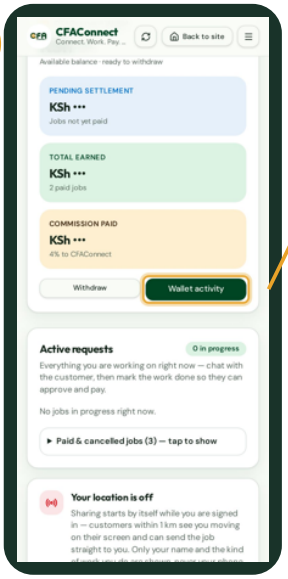


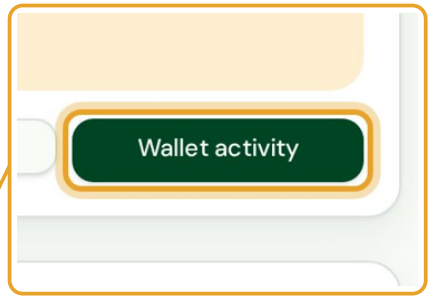
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Mark pickup and delivery stages only when they actually happen.

7 Deliver to the intended recipient and ask them to check and confirm through their order.

8





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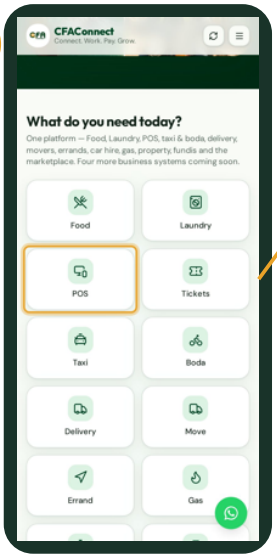
Review your wallet after customer confirmation. The delivery fee is settled less the displayed 4% commission.

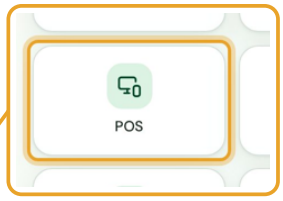
Important: Riders are invited only through the vendor's available rider option. Marking Delivered alone does not instantly release the held payment.

Register a POS, pay and wait for activation

Open: /pos • www.cfaconnect.co.ke

1

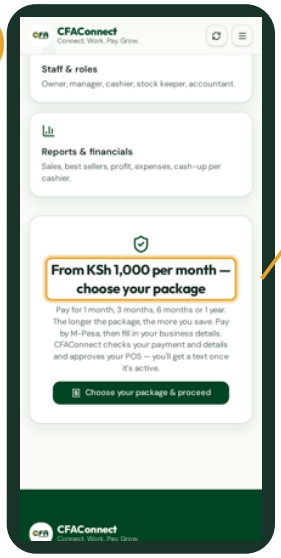


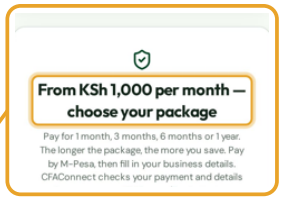


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Open POS under Our Solutions and review the package choices.

2



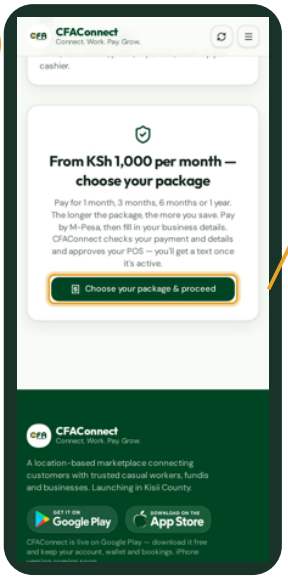


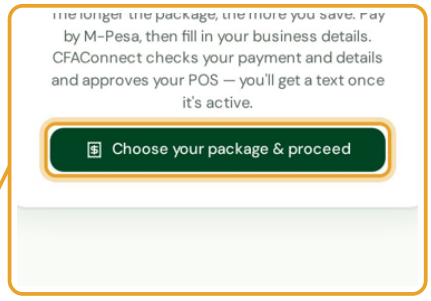
Enlarged: tap or check the outlined part

Choose 1 month KSh 1,000; 3 months KSh 2,500; 6 months KSh 5,000; or 1 year KSh 10,500.

3 Enter the requested business details and select the business type to initialise suitable categories/order types.

4





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Pay through the membership payment option and keep the payment reference and confirmed receipt.

5 Submit the registration/business details in the order shown by the POS setup screen.

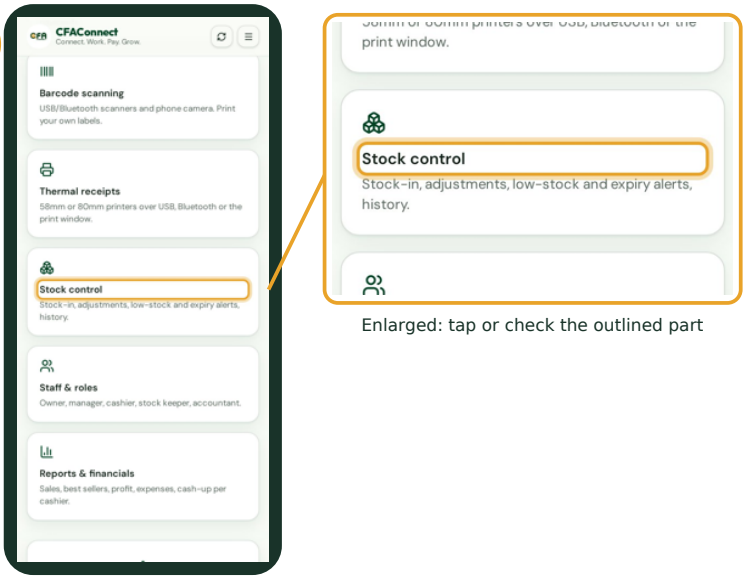
6 Wait for CFAConnect to check the actual payment and approve the POS. A sent prompt is not activation.

Register a POS, pay and wait for activation

Open: /pos • www.cfaconnect.co.ke

7 After approval, open POS App with the owner's account. Add products and initial stock before selling.

8



Enlarged: tap or check the outlined part

On a phone, use the POS Menu to select Sell, Stock, Reports, Settings or billing.

Important: POS pictures show the public setup screen. The guide does not create a test shop or fabricate sales to illustrate private screens.

Set up products, categories, prices and taxes

Open: /pos/app • www.cfaconnect.co.ke

1 Products > 2 Price & tax > 3 Save > 4 Check Sell

1. Open Products in your approved POS. Add the business’s categories first if needed.
2. Add a product name and category, buying price and selling price.
3. Enter the barcode/code, opening stock and low-stock level where requested. Product photos are optional.
4. Set the applicable tax treatment and check whether the price is tax-inclusive or tax-exclusive.
5. Save the product, then check it appears correctly in Sell.
6. Edit price and availability deliberately. Restrict product editing to authorised staff.
7. Open Settings & devices to set business receipt details, tax/VAT, levies and order types.
8. Check a receipt preview to ensure the displayed total agrees with your chosen tax settings.

Important: Setting a KRA PIN or eTIMS field is not proof of certified eTIMS integration. Obtain the necessary tax guidance and authorisation.

Make a sale, take cash or split payment

Open: /pos/app • www.cfaconnect.co.ke

1 Add items > **2** Review total > **3** Take payment > **4** Complete sale

1. Open Sell and search, scan or tap products to add them to the cart.
2. Choose the customer/table label and order type where relevant.
3. Adjust quantities or remove wrong items. Apply discounts only if your role allows it.
4. Review the cart, tax, levy, discount and total. On a phone, open the cart before checkout.
5. Open payment and choose the available method: Cash, M-Pesa code, Card or a configured M-Pesa prompt.
6. For Cash, enter the amount received and check Change. For split payment, use Split — add this payment and add the remaining method.
7. For prompted M-Pesa, wait for the confirmed receipt before completion. For manual code, verify the received payment using your business records.
8. Tap Complete sale once. Check the new receipt and reduced stock, then print/share as appropriate.

Important: A recorded cash/card/manual-code sale is not an automatic bank transfer. Reconcile your actual till and payment receipts.

Open sales, held carts, receipts and refunds

Open: /pos/app • www.cfaconnect.co.ke

1 Open sales > **2** Resume cart > **3** Complete > **4** View receipt

1. Use the hold/open-sale action when the customer is not ready to pay; give the order a useful label.
2. Open Open sales to find unfinished orders instead of starting a duplicate cart.
3. Resume the correct order, check products and quantities, then complete payment.
4. Open Sales & receipts and search by receipt number, date or other available filters.
5. Open the receipt to view, reprint or use the permitted receipt editing action.
6. Keep completed sale records: changing displayed receipt details is not a reason to erase a sale.
7. For a genuine return, use Refund if your role allows it and enter a clear reason.
8. Check the refund status, stock treatment and actual customer repayment. Include the refund when reconciling reports.

Important: Open sales are not completed paid sales. Do not print an unpaid bill as evidence of payment.

Stock additions, stores and weekly alerts

Open: /pos/app • www.cfaconnect.co.ke

1 Add stock > 2 Store transfer > 3 Review levels > 4 Export report

1. Open Stock to review quantities and low-stock products.
2. Record stock additions with product, quantity and reference/supplier information requested.
3. Use permitted adjustment actions for damage, expiry or correction; add the reason.
4. Create other stores where needed and transfer stock between Main shop and those stores.
5. Remember that ordinary POS sales deduct from Main shop. Move stock back from another store before selling it there.
6. Review stock levels and movement history after every transfer or adjustment.
7. Choose the report period and export Stock levels, Stock added or Stock movements as PDF/spreadsheet.
8. In settings, enable weekly low-stock SMS, choose the weekday and alert phone; review and save the settings.

Important: A stock transfer is not a sale or fresh purchase. Report filters and your chosen alert weekday determine what you receive.

Reports, financials, expenses and staff rights

Open: /pos/app • www.cfaconnect.co.ke

1 Pick period > **2** Review sales > **3** Reconcile > **4** Export

1. Open Reports and choose the available period/date range.
2. Review sales by cashier, product, category, payment method, hour, day or order type.
3. Check refunds separately and export the relevant report or spreadsheet.
4. Open Financials to record genuine expenses and review gross/net profit.
5. Reconcile cash due from cashiers with actual drawer money; reconcile M-Pesa/card totals with receipts.
6. Open Staff & roles, add the correct registered staff member and choose their role.
7. Use Owner, Manager, Cashier, Stock keeper or Accountant according to duties. Each role sees permitted tools only.
8. Disable staff access promptly when it is no longer needed. Review actions and reports rather than sharing the owner’s password.

Important: Profit depends on accurate buying costs and expenses. A calculated report does not guarantee your physical stock or till is correct.

Receipt design, printers, M-Pesa and eTIMS settings

Open: /pos/app • www.cfaconnect.co.ke

1 Settings > 2 Design receipt > 3 Test device > 4 Save

1. Open Settings & devices and enter correct business name, address, phone and receipt details.
2. Upload a logo and choose the receipt font, width and header/footer options.
3. Use the receipt designer/preview to inspect item names, quantity, price and amount columns.
4. Configure bill, kitchen/bar notification and receipt printer options that match your devices.
5. Print a test from your device and check paper width, alignment and cutting before real service.
6. For customer prompts, configure your own authorised M-Pesa business connection in the prompted settings.
7. Use a real confirmed receipt to check the prompt flow. Do not expose private M-Pesa credentials in screenshots or reports.
8. Enter eTIMS details only if applicable and confirm authorised integration separately. Save settings and check a new sale.

Important: Printer and M-Pesa options still depend on actual hardware, browser/native support and provider authorisation. The guide does not certify a device connection.

Renew POS plans and track subscription history

Open: /pos/app • www.cfaconnect.co.ke

1 Choose plan > 2 Confirmed pay > 3 Admin review > 4 Check expiry

1. Open Plan & billing to check approval, expiry and days remaining.
2. Select a renewal package that suits your business.
3. Make one M-Pesa payment and wait for the confirmed reference/receipt.
4. CFAConnect reviews the payment and approves the new period; check the updated expiry.
5. Open Subscription history to see registration, renewals and payment statuses.
6. If expired or locked, renew rather than bypassing the Sell restrictions.
7. Contact CFAConnect about any approved grace period or extension; do not assume a universal automatic grace period.
8. Check HR expiry separately: the HR add-on is not included automatically in your POS package.

Important: Only confirmed payments count. KSh 200 for 30-day HR access is separate from POS membership.

HR employees, leave and staff records

Open: /pos/app • www.cfaconnect.co.ke

1 Activate HR > **2** Employees > **3** Leave records > **4** Save

1. Open HR & payroll and activate the KSh 200 / 30-day add-on using a confirmed payment.
2. In Employees, add employees or import your existing POS staff where offered.
3. Enter the name, department, job title, start date and employment details.
4. Set basic salary and allowances, plus the required payroll identifiers and payment contact.
5. Check every amount and identifier, then save. Update active status when someone leaves.
6. Open Leave & records to add leave type, dates and approval status for the correct employee.
7. Select an employee to view their leave and pay history.
8. Restrict employee identifiers, salaries and payslips to authorised staff; keep HR subscription current.

Important: Employment records contain sensitive personal data. Collect only what is necessary and do not share payroll reports publicly.

Generate payroll, approve and download payslips

Open: /pos/app • www.cfaconnect.co.ke

1 Draft payroll > **2** Check figures > **3** Approve > **4** Pay & record

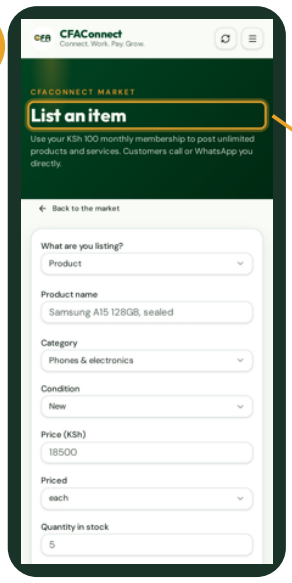
1. In HR & payroll, open Payroll and select the correct month.
2. Check active employees, salary and allowances before tapping Generate payroll.
3. Review gross pay and calculated NSSF, SHIF, Housing Levy, PAYE, advances and other deductions.
4. Correct editable allowances, advances or deductions before approval. Check the net amount for every employee.
5. Download Payroll PDF or Spreadsheet for checking and record keeping.
6. Approve the payroll only after the figures have been reviewed.
7. Pay employees through your actual authorised payroll/payment process, then use Mark as paid for the record.
8. Download each Payslip and share it privately with the employee. Keep the month’s approved history.

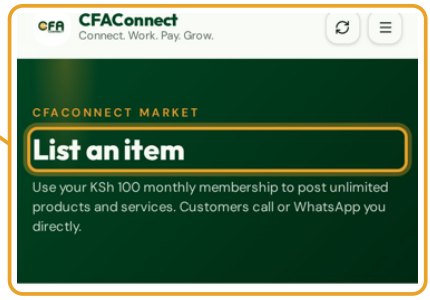
Important: Generate payroll and Mark as paid do not automatically transfer salaries or remit statutory deductions. Verify current Kenyan payroll rules with your accountant.

Publish and manage Marketplace listings and photos

Open: /marketplace/sell • www.cfaconnect.co.ke

1



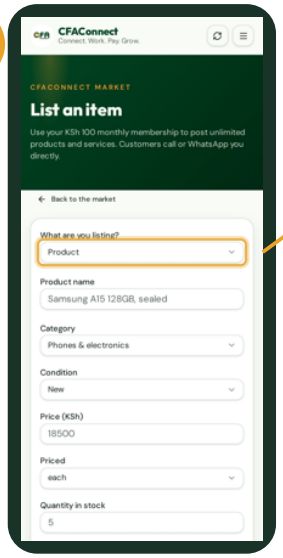


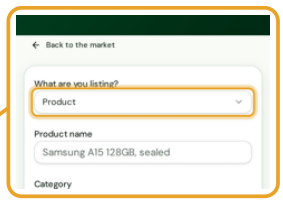
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Open List an item / Sell an Item and sign in.

2 Activate Marketplace membership if requested: KSh 100 for 30 days of unlimited listings.

3

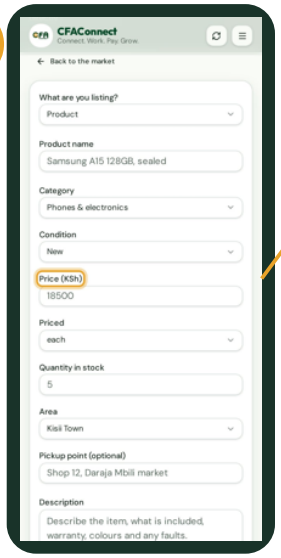


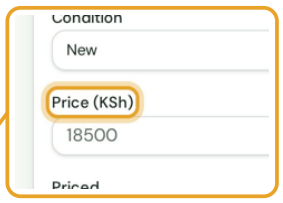


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Choose Product or Service and enter the title, category, description and area.

4





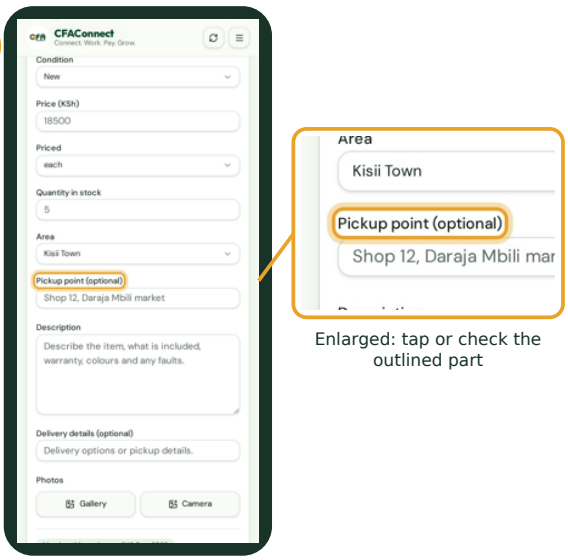
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Set the real price/pricing unit; for goods, set condition and available stock.

Publish and manage Marketplace listings and photos

Open: /marketplace/sell • www.cfaconnect.co.ke

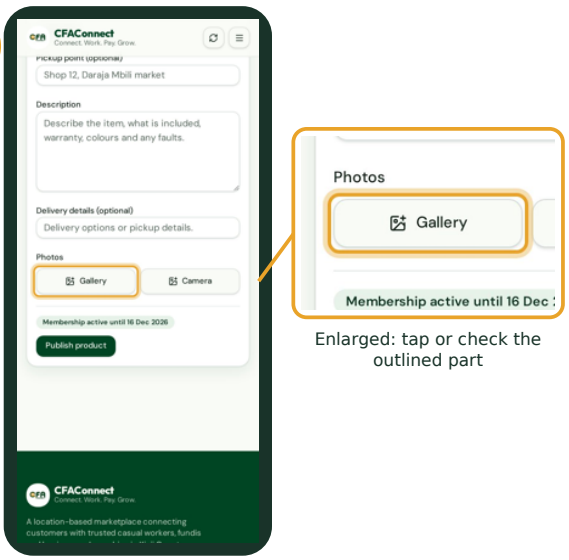
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Add the pickup/location details and delivery notes requested.

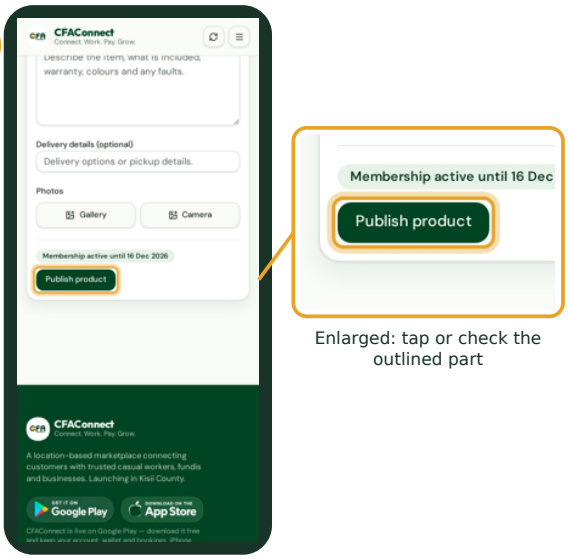
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Use Gallery or Camera to add up to six photos to a new listing. Remove unwanted photos before publishing.

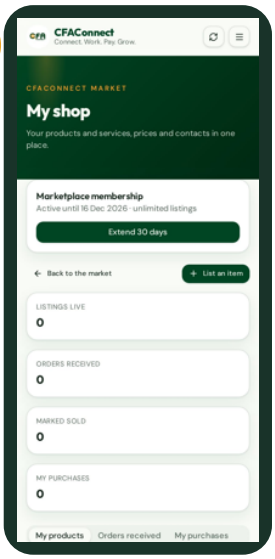
7



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Publish, then open My shop to inspect the listing and incoming records.

8



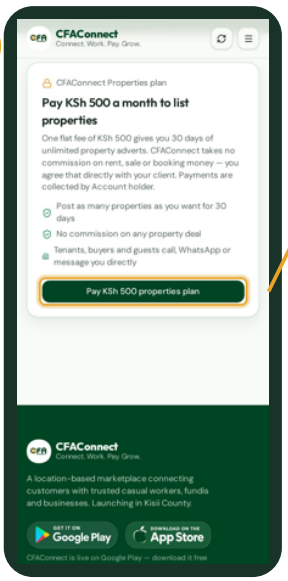
Use Edit to update details and add/remove photos (editing supports up to eight). Use Hide, Mark sold or Delete when appropriate.

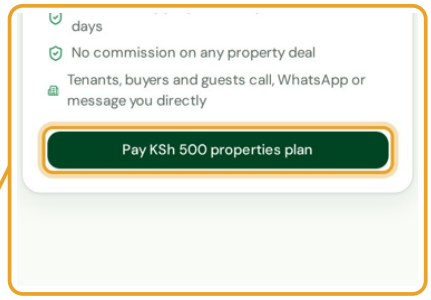
Important: Records connected to existing orders may be hidden instead of erased. Live Marketplace listings can also appear in Social with a link back to the item.

List a property, renew and manage photos

Open: /properties/list • www.cfaconnect.co.ke

1





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Open List a property and activate the KSh 500 / 30-day property plan if required.

2 Choose purpose and property type, then enter title and description.

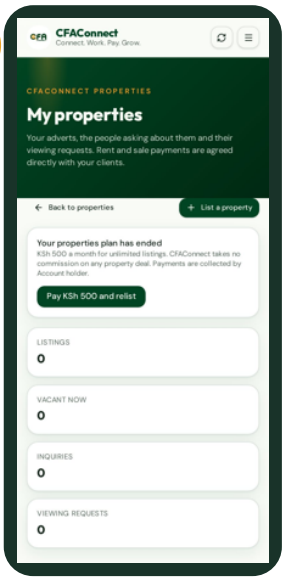
3 Enter a positive price and its unit, or leave the price blank for Price on request. Zero is not a valid property price.

4 Add area/exact location, bedrooms, bathrooms and applicable amenities.

5 Use Gallery or Camera for up to eight property photos. Remove wrong images before saving.

6 Publish and check your live property and any linked Social post.

7



Open My properties to Edit details and add/delete photos, or Hide/Delete the listing when no longer available.

List a property, renew and manage photos

Open: /properties/list • www.cfaconnect.co.ke

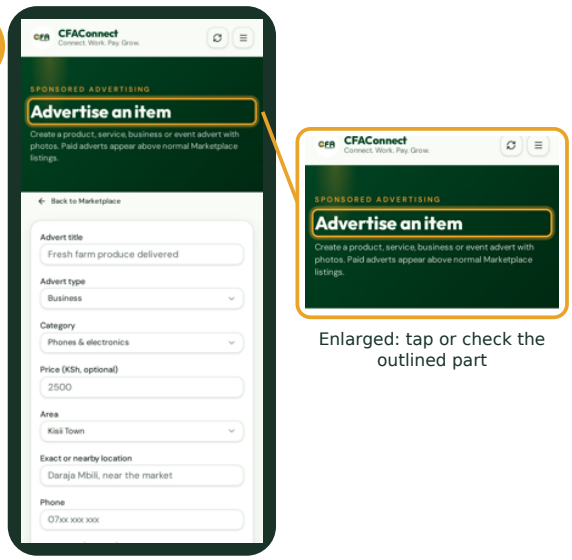
8 Renew the flat plan before expiry; the active plan allows unlimited property listings without per-ad packages.

Important: No commission is charged on property rent, sale or stay money. Hiding/deleting a property does not erase related financial/history records that must be retained.

Create a sponsored advert

Open: /advertise • www.cfaconnect.co.ke

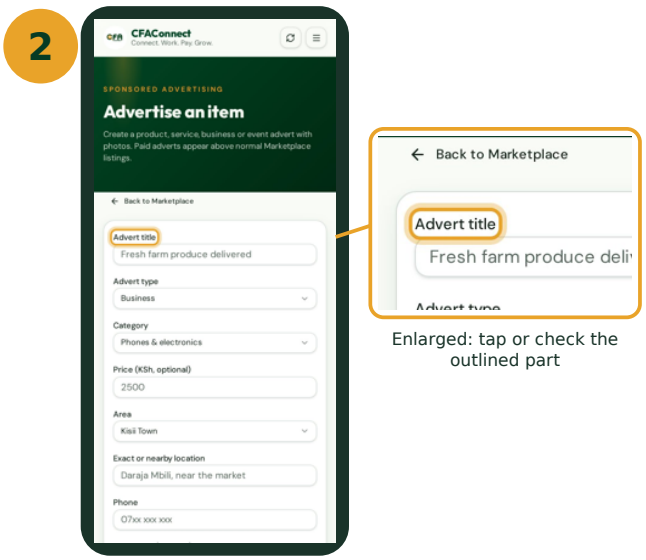
1



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Open Advertise / Advertise an item and sign in.

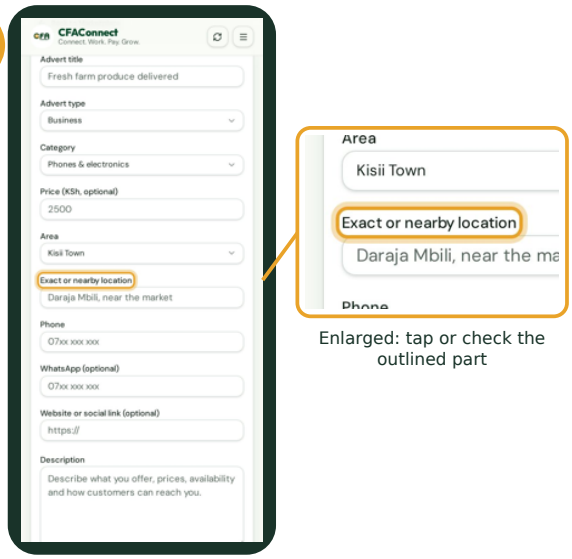
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Enter Advert title, Advert type and Category.

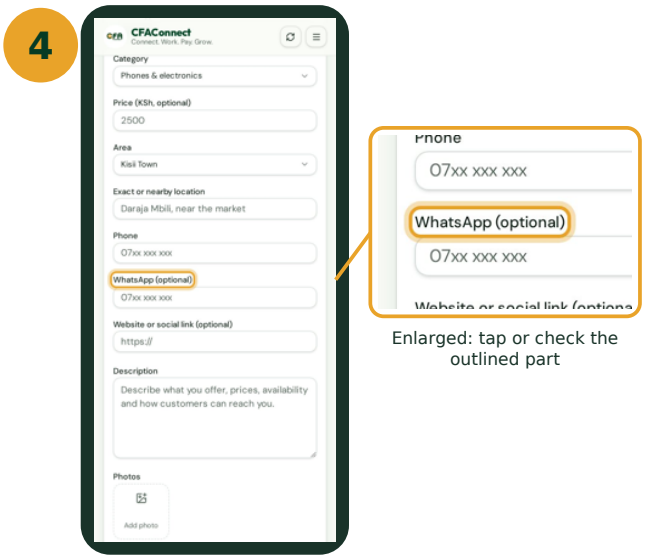
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Set an optional price, Area and Exact or nearby location.

4



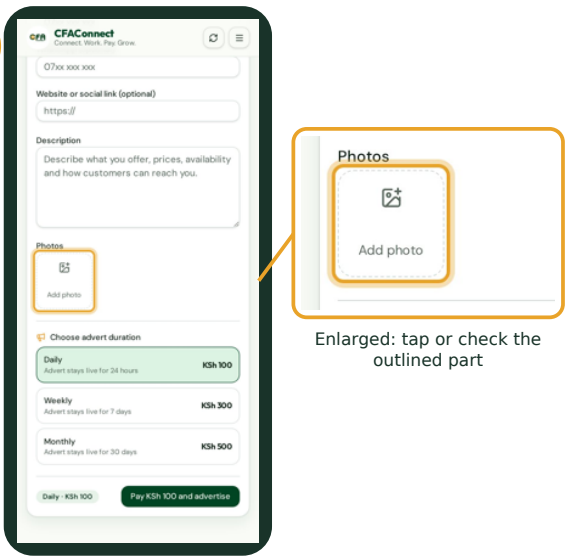
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Enter the contact phone and optional WhatsApp/website/social link you want customers to use.

Create a sponsored advert

Open: /advertise • www.cfaconnect.co.ke

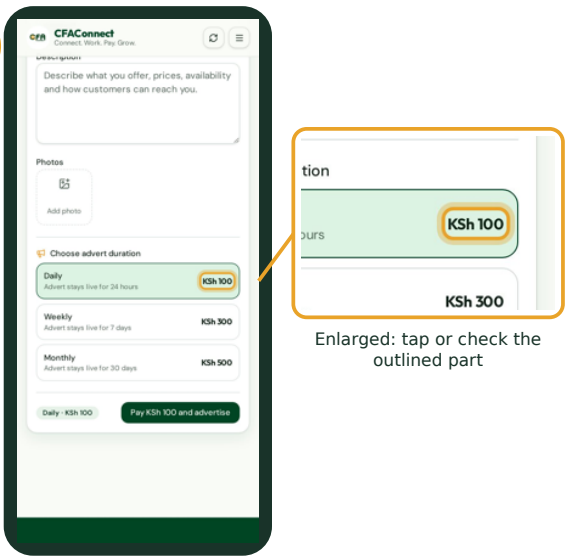
5



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Write an accurate description and use Add photo for suitable product/business images.

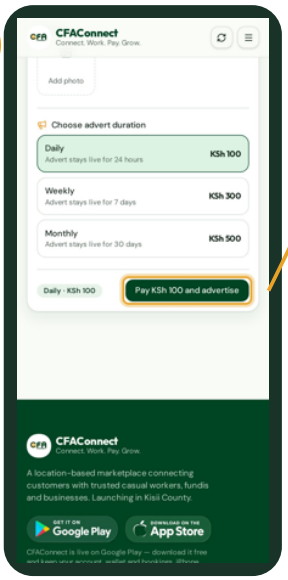
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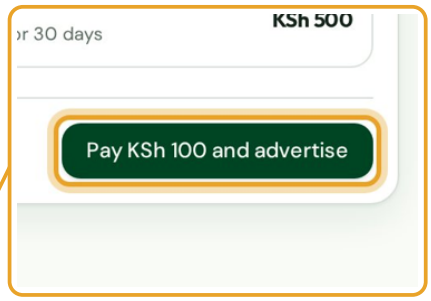


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Choose Daily KSh 100 (24 hours), Weekly KSh 300 (7 days) or Monthly KSh 500 (30 days).

7





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Tap the matching Pay and advertise action and complete M-Pesa payment.

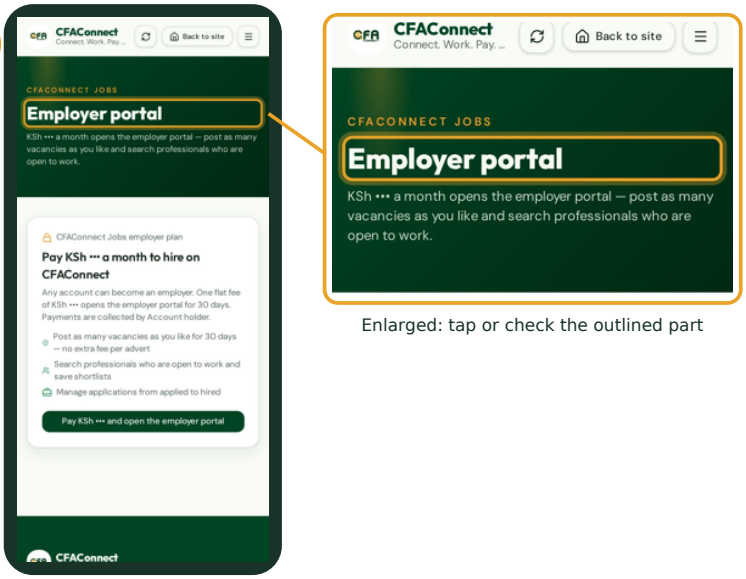
8 Wait for confirmed payment and check the advert placement and expiry. Renew or create a new advert only as needed.

Important: Sponsored adverts are separate from normal Marketplace membership and the property plan. Paying for an advert does not verify the business's claims.

Employer profile, vacancies, candidates and pipeline

Open: /jobs/employer • www.cfaconnect.co.ke

1



Enlarged: tap or check the outlined part

Open Employer portal and complete the company profile and contact/location details.

2 Activate the KSh 500 / 30-day employer plan to publish vacancies while the plan is active.

3 Create a vacancy with title, description, requirements, opportunity kind and employment/work mode.

4 Set salary/range and closing information where appropriate, then publish and inspect the vacancy.

5 Use Find candidates to search only professionals who have allowed relevant discovery.

6 Save suitable candidates and send a legitimate invitation/message where offered; candidates decide whether to respond.

7 Open Applications to review CVs and move candidates through the available shortlist, interview and hiring stages.

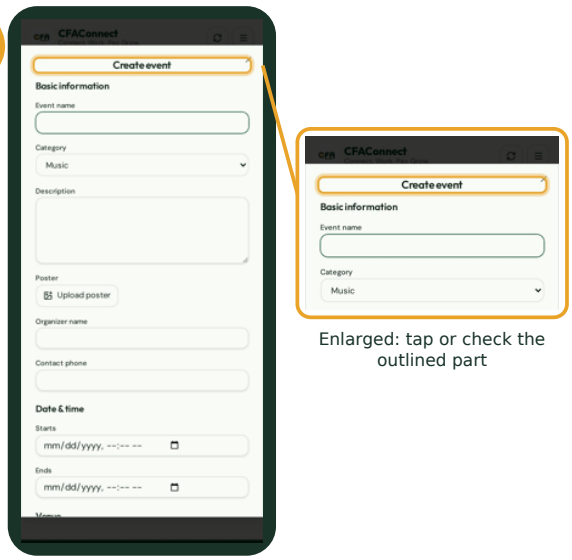
8 Close filled vacancies and renew the plan as needed. Each vacancy has its own live period; do not leave filled roles misleadingly open.

Important: The active employer plan permits unlimited vacancy posting. Smart sourcing, automatic job-alert guarantees and qualification verification should not be assumed.

Create an event and submit it for approval

Open: /tickets/organizer • www.cfaconnect.co.ke

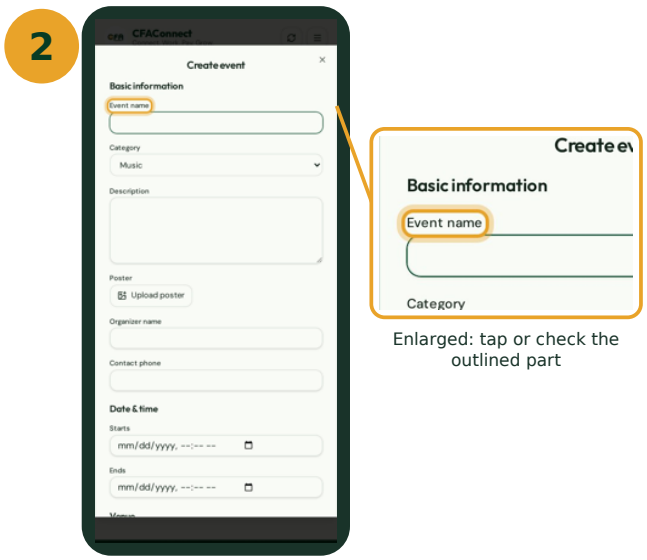
1



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Open My Events / Organizer portal, then tap Create event.

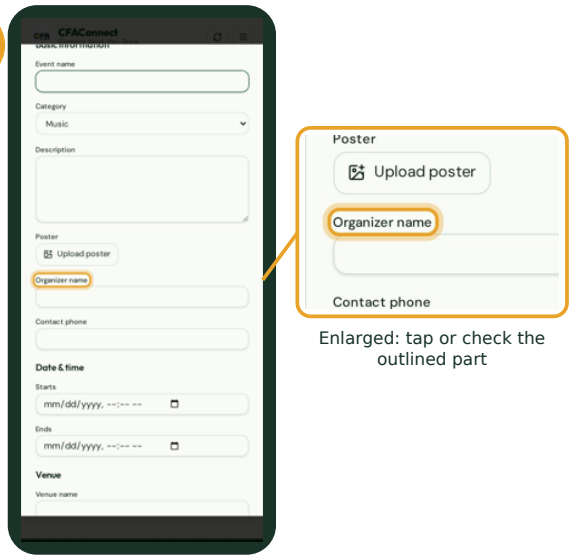
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Enter Event name, Category and Description and upload a suitable Poster.

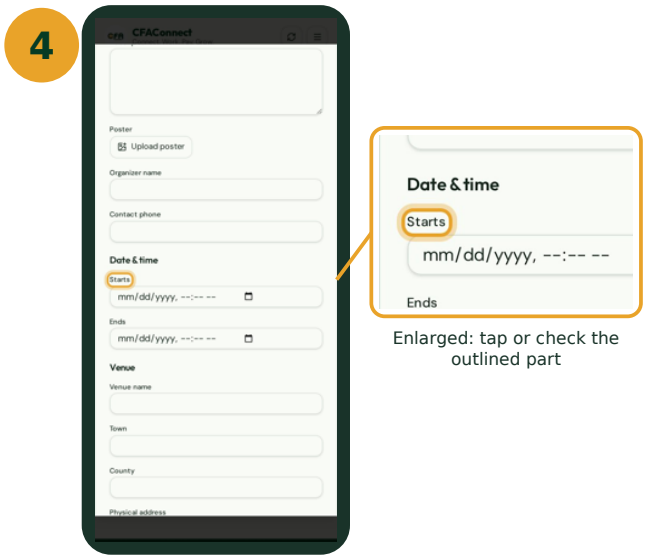
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Set Organizer name and Contact phone.

4



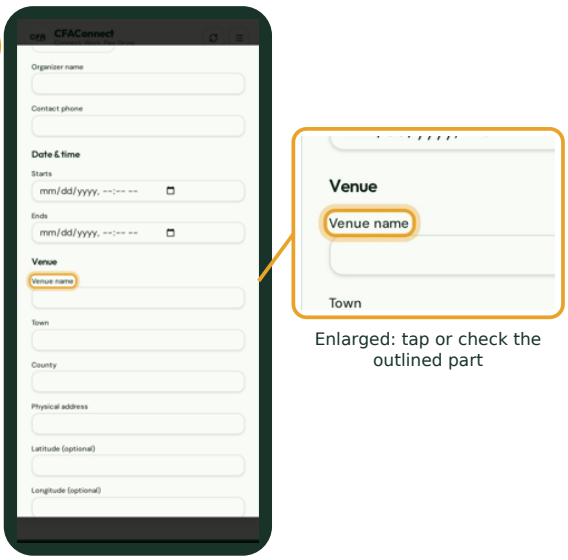
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Choose Starts and Ends, including the correct date/time.

Create an event and submit it for approval

Open: /tickets/organizer • www.cfaconnect.co.ke

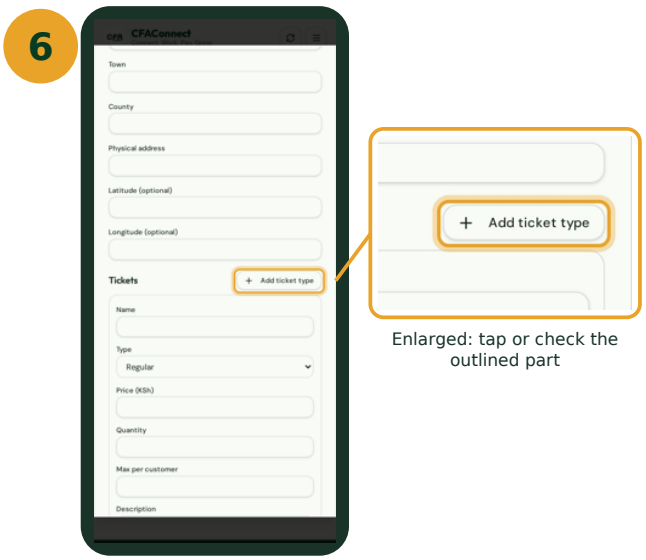
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Enter Venue name, Town, County and Physical address. Add map coordinates only if accurate.

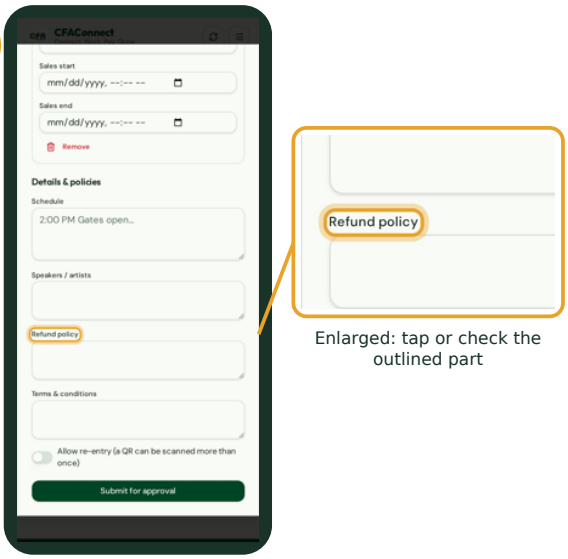
6



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Use Add ticket type for each tier; set Name, Type, Price, Quantity, Max per customer and sale dates.

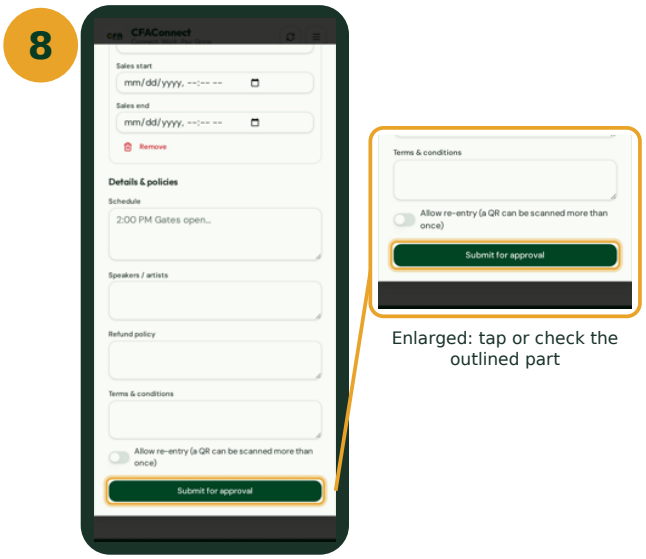
7



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Add schedule, speakers/artists, refund policy and terms. Choose re-entry only if intended.

8



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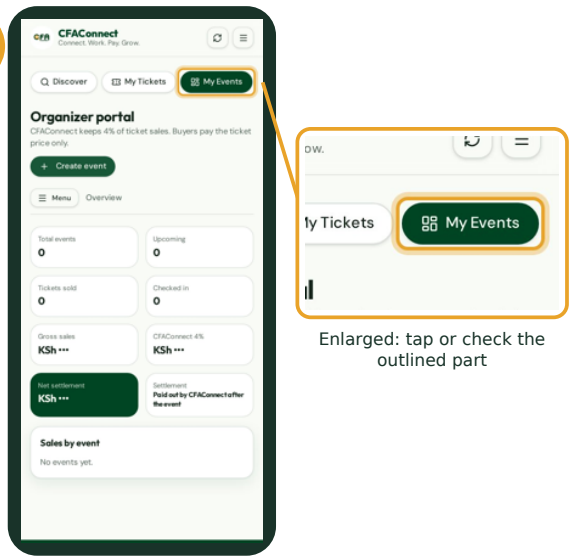
Tap Submit for approval. Wait for CFAConnect approval before public selling; an admin SMS alert is sent for the new event.

Important: There is no organiser registration fee; CFAConnect deducts 4% from ticket sales. Do not publish invented venue details or a refund policy you cannot honour.

Manage events, attendance, refunds and settlement

Open: /tickets/organizer • www.cfaconnect.co.ke

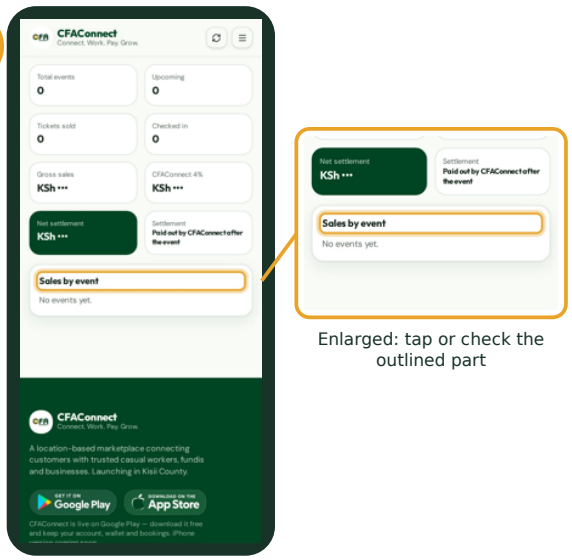
1



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Use Overview and My events to select the correct event.

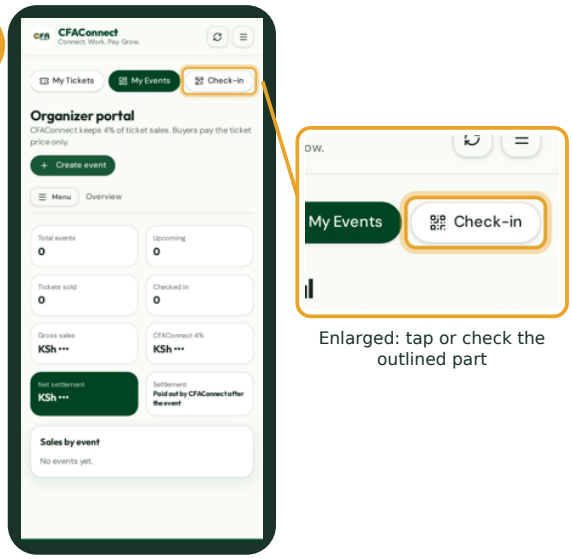
2



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Edit event information carefully; notify ticket holders if material details change.

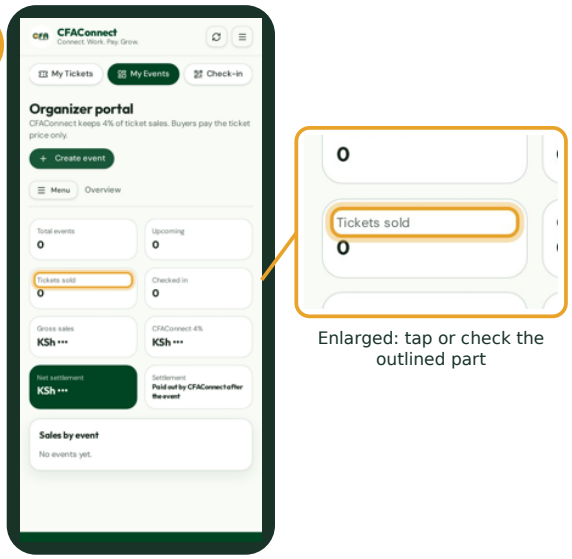
3



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Use Check-in staff to assign the correct registered staff by phone.

4



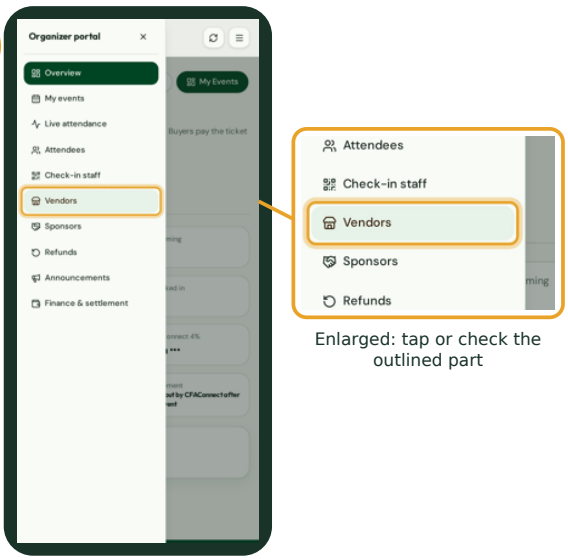
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Review Attendees and Live attendance to compare tickets sold and successful entries.

Manage events, attendance, refunds and settlement

Open: /tickets/organizer • www.cfaconnect.co.ke

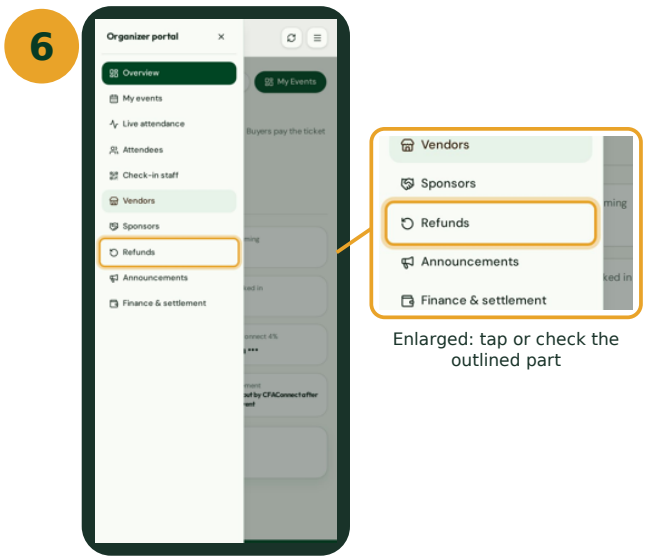
5



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Use Vendors and Sponsors to manage the event's offered packages and participants.

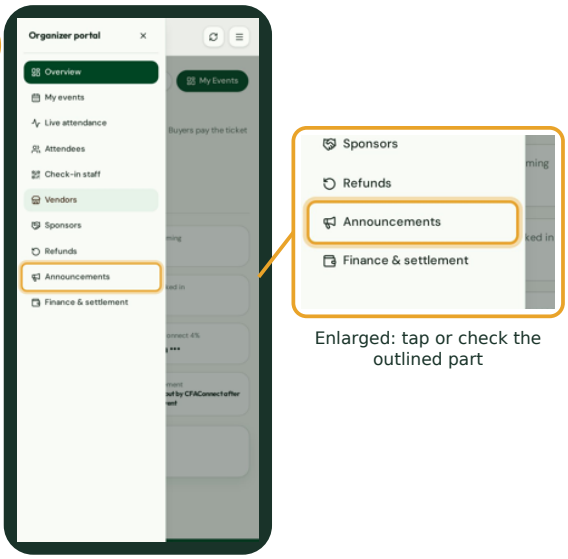
6



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Use Refunds to review requests and the available decision actions under your published policy.

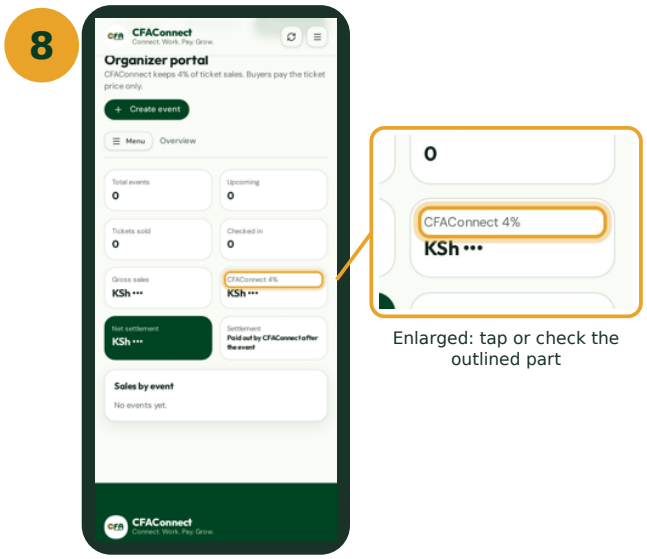
7



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Use Announcements for authorised attendee SMS; check recipients and wording before sending.

8



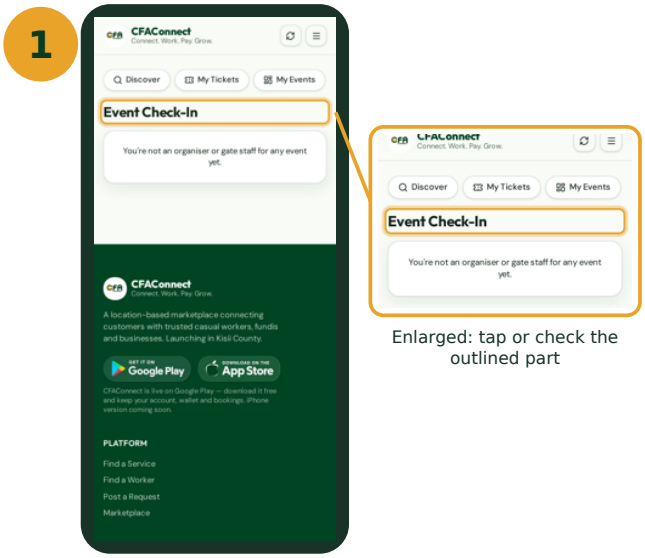
Enlarged: tap or check the outlined part

Open Finance & settlement for gross sales, CFAConnect 4% and net settlement. Hide an event when needed; paid-ticket events cannot be deleted.

Important: Settlement is handled by CFAConnect after the event as shown in the portal. Deleting an eligible event also removes its linked Social post; it must not erase paid-ticket history.

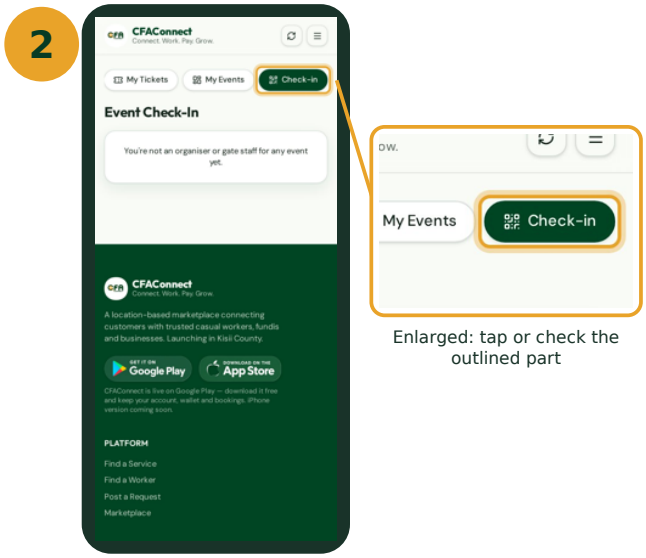
Scan tickets and handle an invalid or used QR

Open: /tickets/scan • www.cfaconnect.co.ke



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Sign in with an account authorised as check-in staff for the event.



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Open Check-in and select the correct event where required.

3. Allow camera access and position the ticket QR clearly within the scanner.
4. Read the returned ticket/event details before admitting the guest.
5. Admit only on a successful valid check-in result.
6. For an already-used ticket, check the event's re-entry terms and escalate rather than bypassing the result.
7. For a wrong event, refunded or invalid QR, ask the organiser to verify the booking record.
8. Use Live attendance to reconcile entry totals. Keep attendee data private.

Important: A copied QR is not a second ticket. Check-in needs connectivity and staff authorisation; this guide does not promise offline validation.

Business space, referrals and solution access

Open: /business • www.cfaconnect.co.ke

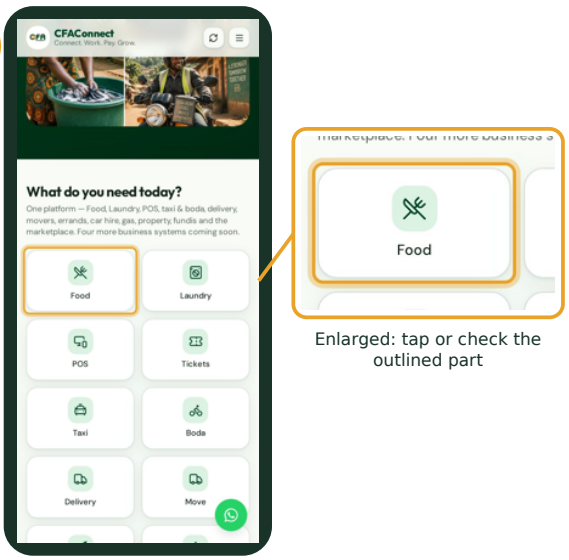
1



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Open your account menu and choose the business/solution portal appropriate to your registered business.

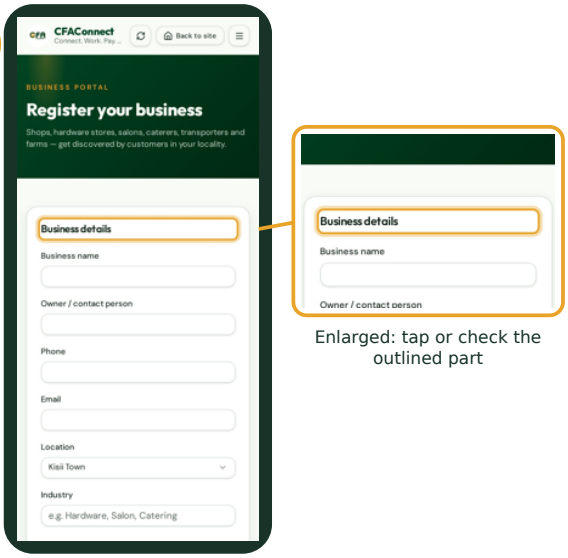
2



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Use the section-specific portal for Food, Laundry, Gas, POS or Tickets rather than expecting one generic dashboard to manage all orders.

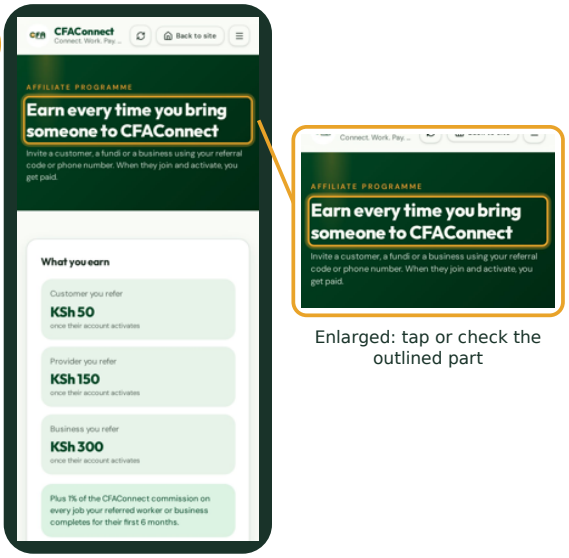
3



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Keep each business profile, alert phone and membership current.

4



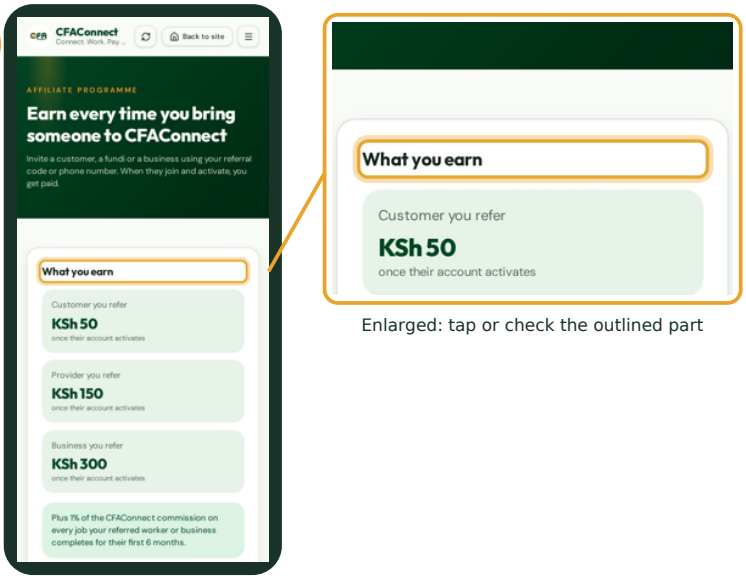
Enlarged: tap or check the outlined part

For referrals, open Affiliate Programme and review the currently displayed reward and eligibility terms.

Business space, referrals and solution access

Open: /business • www.cfaconnect.co.ke

5



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Copy/share your referral code or link with people who want to join.

6 Ask invitees to enter that code/phone during registration; do not register people without consent.

7 Track eligible referrals and earnings in the available affiliate records.

8 Confirm payout rules with CFAConnect before treating a displayed referral estimate as a withdrawable balance.

Important: Some affiliate/corporate screens show programme information rather than a complete payment workflow. Use confirmed records, not a promise of automatic rewards.

Administration & support

Review approvals, manage financial records and get help safely.

Starts on page 122

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

Review users, phone changes and approvals

Open: /admin/users • www.cfaconnect.co.ke

1 Find member > 2 Verify details > 3 Review receipt > 4 Approve / decline

1. Open Admin Panel using an authorised admin/staff account; your role determines which sections you can access.
2. In Users, search the member and open View to check name, registered phone, status and last login.
3. Review phone-change requests. Approve/decline only after validating the owner and new number.
4. For an authorised direct correction, use the user’s Change phone action and verify uniqueness before saving.
5. Review provider/business or Social verification requests in their relevant admin section.
6. Check actual confirmed payment receipts and required evidence. Do not approve an unpaid reference.
7. In Food, Laundry and Gas, review the business details before approval; use permitted menu/product management actions as needed.
8. Use admin listing/event creation to help a selected member, attaching appropriate photos and retaining that member as owner.

Important: This page is a process illustration, not a screenshot of private user records. Staff permissions and audit records must not be bypassed.

POS plans, finance, withdrawals and disputes

Open: /admin/finance • www.cfaconnect.co.ke

1 Confirmed funds > **2** Review records > **3** Authorised action > **4** Reconcile

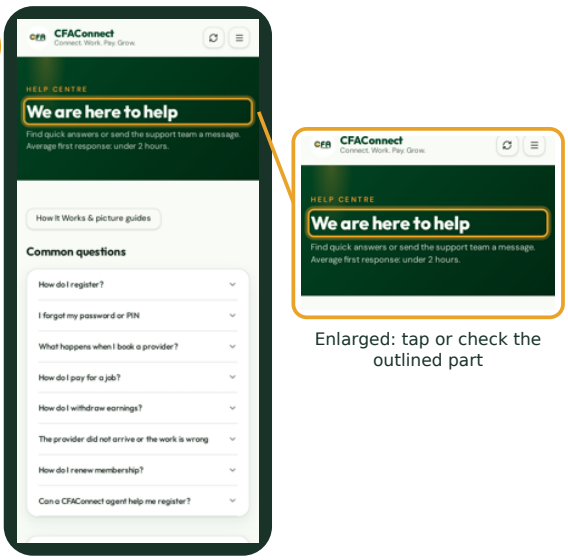
1. Open POS administration to inspect business registrations, renewal references and payment status.
2. Approve only after confirmed payment and valid business details; check the resulting expiry.
3. Review subscription history and any approved extension/grace period. Track HR add-on payment/expiry separately.
4. Open Finance & Wallets to review total CFAConnect earnings and the revenue streams, including Tickets, POS, HR and Social verification.
5. Reconcile wallet records and commissions with confirmed payment and settlement references.
6. Review Withdrawals and follow the displayed automated/manual follow-up workflow; never mark a payout paid without evidence.
7. Open Disputes, inspect evidence and apply only permitted settlement/refund actions.
8. Keep decision notes and activity history. Resolve a complaint without exposing customer financial or identity data.

Important: This illustration describes admin steps without showing private balances. Payment status, membership approval and payout completion are separate checks.

Troubleshooting, support and current limitations

Open: /help • www.cfaconnect.co.ke

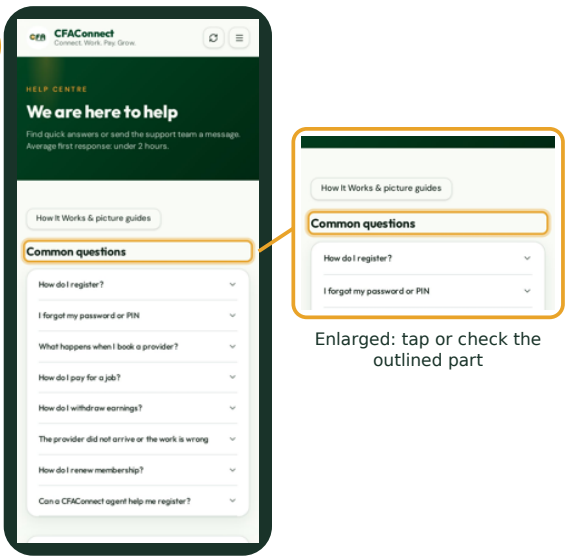
1



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If the opening logo is visible, wait for it to disappear before tapping a control.

2

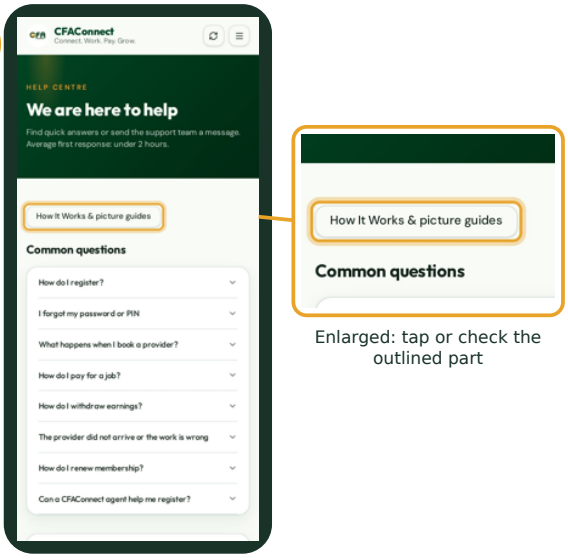


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For empty lists, clear filters and confirm your area; a business may be awaiting approval, expired, hidden or unavailable.

3 For location failure, enter a place manually and choose the suggestion rather than relying on an unconfirmed distance.

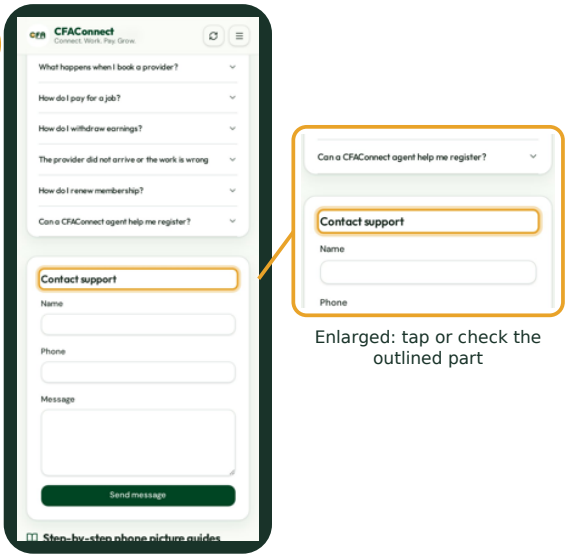
4



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For Gallery/Camera failures, allow the app's file/camera permission and try a supported smaller image. Do not submit twice while uploading.

5



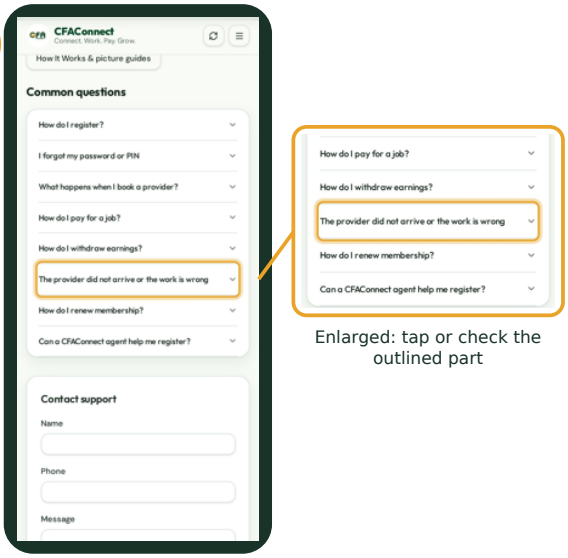
Enlarged: tap or check the outlined part

For a payment delay, keep the reference, check the receipt/status and contact support before paying again.

Troubleshooting, support and current limitations

Open: /help • www.cfaconnect.co.ke

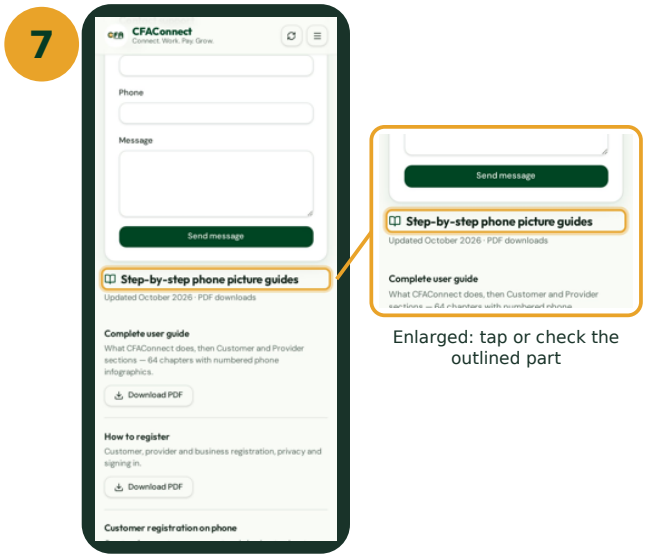
6



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For a booking problem, use Raise a dispute before releasing funds. Save relevant evidence privately.

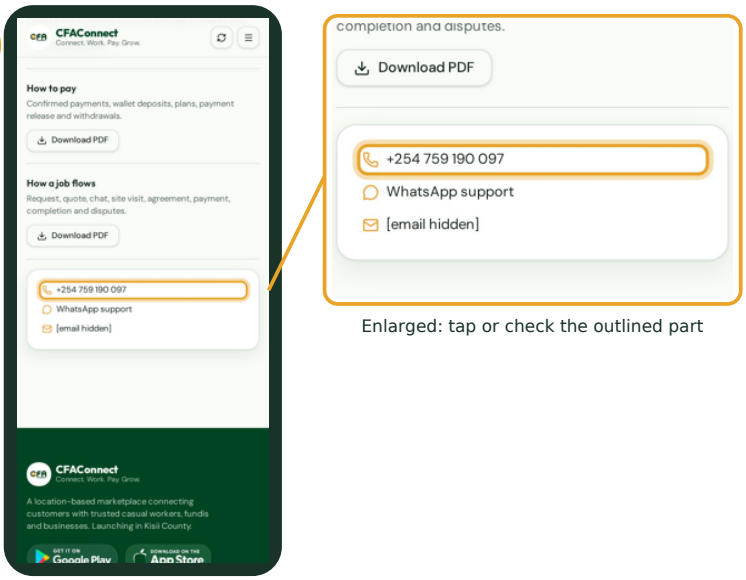
7



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Open Help Centre for this complete guide and the separate registration, payment and job-flow PDFs.

8



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Call/WhatsApp +254 759 190 097 or email support@cfaconnect.co.ke with the service and reference. Never send a PIN or password.

Important: Screen pictures are real app views with private fields removed. Later workflow diagrams are illustrations, not proof that a payment, device or service has been tested end to end.